



Job Title: **Vacancy Manager**

Responsible to: Managing Director

Classification: According to qualifications and experience

Status: Contract

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### **Objective**

Ilowra is committed to providing quality Specialist Disability Accommodation (SDA). The objective of this position is to ensure vacancies are managed in line with legislation and SDA standards.

### **Role**

The Vacancy Manager oversees vacancies in SDA are filled in a person-centred, collaborative and timely manner.

### **Key Responsibilities**

- Consult with stakeholders to develop vacancy profiles
- Ensure vacancies are advertised and enquiries responded to
- In collaboration with the team ensure prospective residents have access to view properties
- Review applications and if applicable seek further information on matters relevant to the vacancy
- Shortlist based on compatibility to the vacancy profile
- For vacant properties match in consultation with the team and notify
- For partially occupied properties facilitate meetings between prospective residents and the household
- For partially occupied properties consult with residents and their representatives
- For partially occupied properties seek input from the Supported Independent Living (SIL) providers
- For partially occupied properties follow the agreed collaborative procedure for matching and notification
- Minimise vacancy management impact on residents and (SIL) providers and ensure notification of any visitors in line with Residential Tenancy Agreement.
- Where there is an established SIL ensure they are provided relevant information to welcome and transition any new resident
- Ensure compliance with Ilowra policies, procedures and initiatives
- Seek resident feedback on maintenance to guide future plans

## **Administration and Reporting**

- Administer, record and report on vacancies in compliance with Illowra and government policies and procedures
- Contribute to the development of vacancy management policies, strategies, plans and programs and ensure properties in line with legislative and regulatory requirements

## **Workplace Health and Safety**

- Ensure vacancy management policies, procedures and practices account for the safety and well being of everyone living, visiting and working in Illowra SDA
- Follow and promote safe work practices in line with Illowra policies and procedures

## **General**

- Undertake other related duties as required by the line manager
- Undertake training as required

## **Contacts**

Managing Director

Finance and Governance Manager

Residents and their representatives

Local Area Coordinators / Support Coordinators

SIL staff

Contractors and suppliers

Community Visitors

## **Key Selection Criteria**

### **Mandatory**

- Demonstrated understanding of choice and control in SDA
- Thorough understanding of SDA vacancy management requirements
- Experience in vacancy management and/or disability accommodation
- Experience in gaining cooperation of stakeholders, managing competing interests and preventing/resolving conflict to reach an agreed outcome
- Clear and concise report writing
- Excellent communication skills to negotiate and influence successful outcomes
- Good analytical and problem solving skills
- Demonstrated flexibility and initiative
- Computer literacy
- Current drivers licence
- Current National Police Check
- Working with Children Check

### **Desirable**

- Relevant qualification

## **Further Information**

For further information please contact **1300 455 697 (1300 illowra)**

### **Privacy**

By applying for this job vacancy, you consent to Illowra managing your personal information as outlined in the Privacy Policy. You are able to request, at any time, to view and update the personal information that Illowra holds about you.

<b>Policy Matrix: Staffing</b>	
<b>Version</b>	<b>Details</b>
Final V1	12 February 2019
Endorsed	Managing Director
Changes	