

POSITION DESCRIPTION

Title of Position:	Community Housing Coordinator		
Location:	Maclean	Responsible to	Programs Manager
Award:	Social, Community, Home Care & Disability Award Level 4	Hours per week:	35 hours
		Delegation Level:	Level 6

1. Broad Purpose of the Position

To provide client centred, high quality and responsive tenancy management services across a social and affordable housing portfolio in accordance with tenancy legislation and organisational policy and procedures. To support the continual improvement and development of services offered to tenants by maintaining strategic partnerships with support providers and other key stakeholders and promoting and/or implementing initiatives that support sustainable tenancies.

2. Reporting/Working Relationships

Reports directly to the Programs Manager
Works cooperatively with staff in other Anglicare North Coast (ANC) programs

3. Qualifications/Experience

Tertiary qualifications in relevant discipline, such as Social Science or Community Housing and/ or a minimum of 3 years relevant experience in community services.

4. Special Conditions

- May be required to work outside normal working hours
- Eligible to participate in ANC Salary Sacrificing Scheme
- Will be required to undergo Police check and Working with Children check
- Must hold a current Drivers license recognised by the NSW RTA.
- Must be able to provide an Immunisation History Statement issued by Medicare evidencing all COVID-19 vaccinations have been completed

5. Key Responsibilities and Tasks

Manage the everyday running of community housing and ANC residential properties in accordance with legislation and ANC policy and procedures including

- New tenant sign up and tenancy management
- Maintenance reporting and management of repairs
- Review and maintain the Community Housing waiting list
- Review and update rents payments through income received Centrepay Confirmation eServices, adhering to policy and procedures.

- Undertake regular scheduled property inspections including ingoing and outgoing Property Condition Reports and manage any actions arising.
- Monitor individual tenant rental accounts and manage arrears in line with the arrears management procedures including implementing and monitoring repayment plans and taking any required actions.
- Manage breaches of the tenancy agreement in accordance with organisational policies and procedures, under direction of the Programs Manager.
- Assist tenants maintain their tenancies by managing rent arrears and referring to other services where appropriate or when ANC cannot meet their needs.
- Ensure complaints and appeals are reported to the Programs Manager, and with an appropriate response to the tenant.
- Provide a client centred approach to all tenancy activities and engage with individuals to identify their housing and lifestyle needs to create inclusive and cohesive communities
- Attend meetings, training and interagency meetings appropriate to the position and build and maintain relationships with other service providers and major stakeholders
- Support the continual improvement and development of services offered to tenants by maintaining strategic partnerships with support providers and promoting and/or implementing initiatives that support sustainable tenancies.
- Support the continual improvement in community housing processes and systems regarding tenancy management and asset management.
- Ensure that administration duties such as accounts payable, income received, petty cash, stationary orders and filing are processed according to ANC policies and procedures.
- Other duties as required to support ANC.

6. Contribution to Organisational Goals

Support Anglicare North Coasts Mission Statement, maintain Code of Ethics, abide by policies and procedures and contribute to the development and implementation of the organisations Strategic Plan.

7. Work Health & Safety Requirements

Contribute to the provision of a safe and healthy work environment for workers including contractors, visitors and members of the wider community through:

- Undertaking risk management activities to adequately manage risks to persons in the work environment, including review of changes to work methods and practices;
- Compliance with all relevant legislative standards;
- Ensuring that all plant, equipment and substances are safe and without risk to health when used in accordance with standard operating procedures;
- Maintaining safe systems of work, the work premises and the work environment, including systems to adequately manage emergency response;
- Providing adequate facilities to protect the welfare of all workers;
- Providing appropriate WH&S training, information and supervision to Community Housing workers.

8. Essential Requirements

- Post secondary qualifications in a relevant discipline, such as Social Science or Community Housing, and/ or a minimum of 3 years relevant experience in community services;
- Understanding of NSW tenancy laws and the rights and responsibilities of tenants;
- Demonstrated proficiency in Microsoft Office software and ability to maintain accurate records;
- Excellent written and communication skills
- Organised and efficient work practices

- High levels of attention to detail and strong administrative skills
- Good interpersonal skills, including effective listening, empathy, discretion, diplomacy and the ability to build and sustain relationships
- An understanding of the social processes that prevent people from accessing Housing;
- Demonstrated ability to communicate effectively with people from various backgrounds;
- A current driver's licence recognised by the NSW RTA. (NB – Must also be compliant with ANC policy that requires Drivers Licence to have been held for a minimum of 2 years.)

9. Desirable Requirements

- Experience in computerised Tenancy Management System, preferably Chintaro.