



Housing Coordinator Part Time (4 days per week / 30 hours)

Want to make a difference?
Then this job may be the one for you

Foundation Housing is a not for profit organisation at the forefront of the management and development of affordable housing in Western Australia. We currently have a vacancy for a Part Time Housing Coordinator in our Broome Office.

Key responsibilities include:

- Establish new tenancies, including showing properties, preparation of lease agreements, bond lodgment and orientation for new tenants.
- Ensure all rents are regularly reviewed to assist tenants to collate all relevant paperwork
- Respond quickly to indicators that tenancies are at risk and establish and maintain regular contact
- Maintain appropriate records in the Tenancy Management System
- Undertake regular scheduled property inspections including, six weekly settling in visits and incoming and outgoing Property Condition Reports.

The holding of a National Police Clearance and Driver's Licence are essential.

Foundation Housing provides a stimulating, positive and supportive work environment in what can be a challenging sector. The organisation has a very clear set of values that assist staff in their day-to-day dealings with tenants, residents, stakeholders and other staff. As a not-for-profit organisation, staff members are also entitled to receive salary packaging benefits.

For more information and to view the full job description please visit our website at www.foundationhousing.org.au. To be considered your application should include a copy of your resume and a covering letter addressing the essential criteria for the position which can be found in the job description.

Applications to be received no later than COB 12 March 2018.

1. Position Identification:

Title:	Housing Coordinator	FHL Level:	5
Department:	Housing Services	Agreement/Award:	EBA
Reporting to: <i>(Position)</i>	Supervisor Broome	Date last updated: By whom:	19/09/2017 Warwick Harrison

2. Purpose of Position:

Housing Coordinators are responsible for the organisation’s tenancy management across a diverse property portfolio.

3. Key Working Relationships:

<p>Internal: Broome Supervisor Night Supervisor Property Services Finance Allocations NRAS Property Manager</p>	<p>External: Support Agencies Emergency Services</p>
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4. Accountabilities and Responsibilities:

Establish new tenancies, including showing properties, preparation of lease agreements, bond lodgement and orientation for new tenants.

Respond quickly to indicators that tenancies are at risk and establish and maintain regular contact with tenants until issues are resolved.

Maintain appropriate records in Tenancy Management System.

Undertake regular scheduled property inspections including, six weekly post occupancy and incoming and outgoing PCRs.

Liaise with the Assets team on vacant properties and complex maintenance issues.

Ensure tenants needing support to maintain their tenancies are referred to appropriate services.

Monitor individual tenant rental accounts to meet KPIs following FHL Arrears Management procedure.

Investigate anti-social behaviour complaints in line with FHL policy and procedures.

Complete necessary NRAS compliance documentation in line with FHL procedure.

Complete lease renewals as and when specified.

Manage breaches of the tenancy agreement in accordance with the Residential Tenancies Act and organisational policies and procedures including preparing for and attending Court.

Acknowledge and investigate complaints in a timely manner, escalating to senior staff as required.

Work with Tenant Engagement Officer to offer tenants opportunities to interact with each other and the organisation.

Ensure any costs passed on to tenants are accurate and equitable.

Attend and contribute to Housing Services operational and monthly meetings.
Ensure organisational policies are adhered to and contribute to review and improvement
Demonstrate organisational values in all interactions with tenants and other stakeholders

5. Competencies:

Level 1 to 6
Effective planner who requires minimal supervision to achieve quality outcomes.
Good time management skills, and adapts well to varying pressures within the job role.
Overcomes issues and challenges with a positive outlook and is solution focused.
Attention to detail and accuracy of a high standard in all areas of work.

6. Culture and Values:

We care for people:

Giving people our time
Listening well
Being kinder than need to be
Understanding that everyone's story is unique and of equal value
Actively looking for the strengths in others

We own all of our decisions and actions:

Admit mistakes, learning from them and fixing things up
Respecting organisational policies and procedures and following them
Having the courage to make the tough decisions and stand by them

We are passionate:

Caring intensely about the work we do
Inspiring others with excellence
Celebrating success
Embracing and driving change

We focus on finding solutions:

Providing timely and accurate information to others so that solutions can be found
Understanding that others often know the solutions to their own problems and assisting them to find their own way forward
Not bring just the problem but ideas about possible solutions

We are always honest:

Providing well thought out and constructive feedback
Initiating the challenging and tough conversations
Saying what you are thinking and doing what you say

Nurture relationships:

Having fun together
Earning the trust of others
Checking in with people regularly particularly when things are tough
Respecting people for who they are and for their knowledge, skills and experience as individuals and team members

7. Safety Awareness:

Level 1 to 6
 You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to;

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR

8. Work Related Requirements/Selection Criteria:

Essential Skills:
Excellent time management skills. Experience in and a commitment to the provision of high quality customer service. Good written and verbal communication skills. Good knowledge and experience using PCs, Windows, Outlook and databases. Excellent interpersonal skills. Calm under pressure. A commitment to the principles of equity of access and cultural diversity. A current WA driving licence Acceptable National Police Clearance
Desirable Skills
Demonstrated experience in tenancy and housing management Knowledge of Residential Tenancies Act. Understanding of current issues facing social housing provider organisations.

9. Position Dimensions:

Number of staff directly reporting to position	Nil
Work Locations	Broome

Employee Name: _____

Signature: _____ Date: _____