



## Housing Coordinator – Broome

Foundation Housing is a not for profit organisation at the forefront of the management and development of affordable housing in Western Australia.

We are seeking a motivated and enthusiastic Housing Coordinator to join our team in Broome on a full-time basis. Reporting directly to the Manager Housing – Broome, you will be responsible for establishing new tenancies and completing the necessary administration, including conduct property inspections and Property Condition Reports. You will also facilitate and maintain a variety of support services, provide advice to tenants on their agreements and obligations as well as investigate and action complaints relating to any breaches of the Residential Tenancies Agreement.

To be successful in this role, you will have proven experience working with clients with complex support requirements, an empathetic and supportive nature along with strong communication skills and the ability to build relationships. You will also have some knowledge of the Residential Tenancies Act.

Foundation Housing provides a positive and supportive work environment in what can sometimes 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.

To apply and to view the full job description, please visit our website at [www.foundationhousing.org.au](http://www.foundationhousing.org.au). To be considered, your application should include a copy of your resume and a covering letter addressing the selection criteria for the position, which can be found in the job description.

Applications to be received no later than COB 11 June 2018.

**1. Position Identification:**

<b>Title:</b>	Housing Coordinator	<b>FHL Level:</b>	5
<b>Department:</b>	Tenancy Services	<b>Agreement/Award:</b>	EBA
<b>Reporting to:</b> <i>(Position)</i>	Manager Housing - Broome	<b>Date last updated:</b> <b>By whom:</b>	29/05/2018 People and Culture

**2. Purpose of Position:**

Tenancy management across the Broome portfolio, servicing a range of housing types including social housing, lodging rooms and homes managed on behalf of other clients.

**3. Key Working Relationships:**

<p><b>Internal:</b>                  Manager Housing - Broome                  Caretaker – Frederick Street Lodge                  Manager – Managed Properties                  Housing Services Team                  Allocations Team                  Property Services Team                  Finance Team</p>	<p><b>External:</b>                  Clients with housing managed by FHL                  Aboriginal Corporations                  Support Agencies                  Community service organisations                  Department of Communities/Housing                  Local Council                  Police and Emergency Services</p>
--	---

**4. Accountabilities and Responsibilities:**

**Tenancy Management**

Manage tenancies in accordance with the Residential Tenancy Act (RTA) and organisational policies and procedures

Establish new tenancies, including property viewings, preparation of lease agreements, bond lodgement and new tenant sign ups.

Undertake regular scheduled property inspections including ingoing and outgoing Property Condition Reports (PCR) and manage any actions arising.

Monitor individual tenant rental accounts and manage arrears in line with the arrears management procedures and Key Performance Indicators (KPIs), including implementing and monitoring repayment plans and taking any required actions.

Complete lease renewals as and when required.

Manage breaches of the tenancy agreement in accordance with the RTA and organisational policies and procedures, including drafting and lodging documentation for Court and representing FHL in Court.

Investigate and manage complaints in a timely manner, in line with the requirements of FHL’s Complaints Procedure.

Create and maintain appropriate records in Chintaro, ensuring these are updated daily.

Complete necessary National Rental Affordability Scheme (NRAS) compliance documentation in line with relevant procedures

Ensure compliance with all tenancy management policies and procedures and assist with the review and development of policies and procedures.

### **Sustaining Tenancies**

Assist tenants to maintain their tenancy by responding quickly to indicators that a tenant may be at risk by engaging relevant support agencies and/or FHL.

Investigate anti-social behaviour complaints in line with FHL's policies and procedures and take appropriate actions to resolve.

### **Relationship Management**

Develop and maintain key relationships with community partners.

Attend and contribute to team, departmental and organisational meetings as required.

### **Property Services**

Liaise with the Property Services team on day to day maintenance reports, vacant properties, long term maintenance issues and tenant liability charges, ensuring these are fair and equitable.

### **Adhere to Foundation Housing's Values and Code of Conduct**

Work in accordance with FHL Values and Code of Conduct in all interactions with tenants and other stakeholders, internally and externally.

## **5. Work Related Requirements/Selection Criteria:**

### **Essential Skills:**

#### **Knowledge**

- Knowledge of the Residential Tenancy Act
- Previous property or tenancy management experience specifically management of rental arrears, ingoing and outgoing PCR's, routine inspections

#### **Experience and Skills**

- Experience working with clients with complex issues
- Excellent verbal and written communication skills
- Comprehensive computer skills

#### **Personal Attributes and Ability**

- Self-motivated, well organised to managed a range of task simultaneously, with the ability to effectively work independently and as part of a team
- Flexible and willing to take on new tasks and responsibilities as required
- Ability to manage difficult situations in a calm manner
- Capability to understand and resolve issues
- Effectively influence key stakeholders
- Ability to keep key stakeholders adequately informed
- Attention to detail and accuracy in all areas of work

#### **OTHER ESSENTIAL CRITERIA**

- Current WA Drivers licence
- National Police Clearance

**6. Safety Awareness:**

You will act in a manner that is consistent with FHL's duty of care requirements and Occupational Health and Safety legislation, 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 People and Culture

**7. 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:**

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

**8. Position Dimensions:**

<b>Number of staff directly reporting to position</b>	Nil
<b>Work Locations</b>	Broome

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*Filename: HR\_Application Pack\_Housing Coordinator Broome (External)\_01June2018*