

**Position Identification**

<b>Title:</b>	Housing Coordinator – Managed Properties Portfolio	<b>FHL Level:</b>	5
<b>Department:</b>	Business Development	<b>Agreement/Award:</b>	EBA
<b>Reporting to:</b> <i>(Position)</i>	Manager – Managed Properties Portfolio	<b>Date last updated:</b> <b>By whom:</b>	6 March 2019 People & Culture

**1. Purpose of Position**

To provide client centred, high quality and responsive tenancy management services across a social and affordable housing portfolio.

**2. Key Working Relationships:**

<b>Internal:</b> Property Services Finance Sustaining Tenancies Business Development Corporate Services – HR & Admin	<b>External:</b> Housing Authority/Government Departments Various Support Agencies Centrelink Police Magistrates Court of WA Private Owners
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**3. Accountabilities and Responsibilities**

**Tenancy Management**

Management of a portfolio of properties of supported accommodation, including various programs including CDHP (Community Disability Housing Program), ILP (Independent Living Program), CAP (Crisis Accommodation Properties) and private Owners, in accordance with the program guidelines, the Residential Tenancies Act (RTA), and organisational policies and procedures.

Management/monitoring of existing Service Level Agreements, Memorandum's of Understanding and Management Agreements with support providers and private Owners, including liaising with external stakeholders (State and federal government departments, referral and support agencies, owners etc) as required to manage contracts.

Establish new tenancies, including property viewings, preparation of lease agreements and renewals, 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.

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 complaints in a timely manner, in line with the requirements of FHL's Complaints Procedure.

Accurate record keeping, including creating and maintaining appropriate records in Chintaro, and for reporting purposes to support providers and government departments.

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

## Job Description

Other duties as required by the Manager – Managed Property Portfolio and Business Development team.

### **Sustaining Tenancies**

Assist tenants to maintain their tenancy by responding quickly to indicators that a tenant may be at risk by ensuring early stage referrals to the Tenant Support team or support provider, if applicable.

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

### **Relationship Management**

Develop and maintain key relationships with community partners, including support providers and government departments who may assist in positive tenant outcomes or tenancy management.

Work with Housing and property teams to promote community activities and engagement amongst tenants and with FHL.

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

### **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.

## 4. Culture and Values

### **We care for people:**

Giving people our time

Listening well

Being kinder than we 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

## Job Description

### **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

## 5. Safety Awareness

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

## 6. Work Related Requirements/Selection Criteria

### **Essential Skills:**

#### **Knowledge**

- Knowledge of the Residential Tenancies Act
- Previous property or tenancy management experience

#### **Experience and Skills**

- Experience working with clients with mental health issues and disabilities issues
- Excellent verbal and written communication skills
- Comprehensive computer skills

#### **Personal Attributes**

- Self-motivated, well organised to managed a range of task simultaneously, with the ability to 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
- Ability to keep key stakeholders informed
- Attention to detail and accuracy in all areas of work

#### **Other**

- Current WA Drivers licence
- National Police Clearance

## Job Description

### 7. Position Dimensions

<b>Number of staff directly reporting to position</b>	Nil
<b>Work Locations</b>	Based at Leederville office. Travel around Perth metro area will be required.

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

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

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