

### 1. Position Identification

<b>Title:</b>	Tenant Support Coordinator	<b>FHL Level:</b>	5
<b>Department:</b>	Tenant Services	<b>Agreement/Award:</b>	EBA
<b>Reporting to:</b> <i>(Position)</i>	Community Services Manager	<b>Date last updated:</b> <b>By whom:</b>	April 2022 Community Services Manager

### 2. Purpose of Position:

To provide tenancy support services to tenants referred to the Community Services Team for support and assistance to sustain their tenancy. The aim of the service is to support the delivery of FHL's Positive Tenancy strategy which seeks to work with tenants to address issues impacting their tenancy and deliver positive outcomes.

### 3. Key Working Relationships

<p><b>Internal:</b> Community Services Team (Street to Home, Tenant Support and Engagement) Operational Teams (Allocations, Housing Services and Lodging) Communications Team Finance</p>	<p><b>External:</b> Financial Counselling organisations Domestic Violence/Relationship Counselling Tenancy Advocacy Services Mental Health Support Agencies Disability Support Agencies Education &amp; Employment Agencies Parenting Support Agencies</p>
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### 4. Accountabilities and Responsibilities

- Participate in Community Services Team allocations and referral meetings
- Conduct initial assessment and identification of needs with the tenant upon receipt of referrals.
- Work with the tenant and relevant internal and external stakeholders in the development of Tenant Support Plans inclusive of facilitating Tenant Support Planning case conferences and participate in other internal and external case conferencing as required
- Develop Tenant Support Plans, including safeguarding and safe exit plans, when appropriate
- Assist tenants in accessing information, support, services, and resources which may help to sustain their tenancy including making referrals to external support services.
- Develop and maintain relationships with relevant service providers to improve opportunities for tenants.
- Maintain appropriate client notes in both Chintaro, and other Client Management Systems as required
- Represent Foundation Housing in local forums, meetings, and events, as required.
- Demonstrate organisational values in all interactions with customers and other stakeholders.

## Job Description

### 5. Culture and Values

**Solution Focused**

We work together to find solutions that benefit our people and customers

**Caring**

We care for others and display empathy, fairness and respect

**Honest**

We act with integrity and own our decisions

### 6. 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

### 7. Work Related Requirements/Selection Criteria

**Essential Skills****Experience and Skills**

- Relevant qualification in Community Services, Mental Health or Welfare sector, or demonstrated experience within and/or understanding of clinical/health, welfare services and support systems.
- Minimum two years' experience working with people with severe mental illness and complex needs and their families and a demonstrated understanding of mental health issues.
- Experience in building and maintaining effective relationships and partnerships with other Clinical and Community Support Organisations.
- Ability to maintain an effective working relationship with a variety of stakeholders including clients, Carers', GPs, Clinical and Community Support Organisations.
- Understanding of the housing sector and alignment of support services
- Excellent verbal and written communication skills.
- A commitment to the principles of equity of access and cultural diversity.
- Intermediate skills in Microsoft Office suite

**Other**

- Current WA drivers licence.
- National Police Clearance.
- Knowledge of Occupational Health and Safety legislation and responsibilities.

### 8. Position Dimensions

<b>Number of staff directly reporting to position</b>	Nil
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**Job Description**

<b>Work Locations</b>	All FHL Offices (Leederville, Midland, Joondalup) and areas where FHL manages properties

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

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

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