

Job Description

Position Identification

Title:	Housing Services Assistant	Agreement/Level:	FHL Enterprise Agreement 2021 Level 5
Department:	Housing Services	Date last updated:	July 2025
Reporting to:	Team Leader Housing Services		

Purpose of Position

To provide support to a team of Housing Coordinators delivering a client centered, high quality and responsive tenancy management service across a portfolio of social and affordable houses.

This position also provides cover during leave, across the Housing Services teams, to deliver a range of tenancy and property management functions.

Key Working Relationships

Internal: Allocations Team Housing Coordinators Property Services Team Community Services Team Tenancy Support Team	External: Tenants Support Agencies Community Services Organisations
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Accountabilities and Responsibilities

- Assist with the management of tenancies in accordance with the Residential Tenancy Act (RTA) and organisational policies and procedures.
- Establish new tenancies, preparation of lease agreements, bond lodgement and new tenant sign ups.
- Undertake routine property inspections and manage any actions arising.
- Monitor lease renewal dates and complete lease renewals as and when required.
- Assist with the management of tenancy breaches in accordance with the RTA and organisational policies and procedures.
- Undertake joint tenancy visits with housing, engagement or support staff as required to meet staff safety and positive tenancy objectives
- Complete tenancy support referrals as per Department protocols and to achieve positive tenancy objectives
- Create and maintain appropriate records in Chintaro, ensuring these are updated daily.
- Ensure compliance with all tenancy management policies and procedures.
- Provide leave coverage for Housing Coordinators as required
- Work with Housing staff to promote community activities and engagement amongst tenants

- Attend and contribute to team, departmental and organisational meetings as required.
- Liaise with the Property Services team regarding maintenance items, vacancy management and tenant liability issues
- Other duties as required.

Safety Responsibilities

You will act in a manner that is consistent with FHL's duty of care requirements and in accordance to 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 your manager and the People and Culture team.

Organisational Values



SOLUTIONS 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.

Work Related Requirements/Selection Criteria

Essential Criteria

- Knowledge of the Residential Tenancies Act through previous management experience or associated roles.
- Experience working with clients with varied support needs
- Experience of using databases, management systems or proficiency in online systems with the ability to apply this knowledge
- Experience working in the community services industry and/or not-for-profit sector with an understanding of the role of community housing
- Excellent organisational skills, attention to detail and accuracy in all areas of work.
- Highly developed interpersonal and customer service skills, including the ability to interact with internal and external stakeholders of all backgrounds.
- Proficiency in Microsoft Office suite.

Work Related Requirements

- WA Drivers Licence.
- National Police Clearance.

Position Dimensions

Number of staff directly reporting to position	Nil
Number of staff indirectly reporting to position	Nil

Work Locations

The position is based at the Leederville Head office and will require travel across the Perth metropolitan area to all locations where FHL manages homes