

# Job Description

## Position Identification

<b>Title:</b>	Tenant Support Coordinator	<b>Agreement:</b>	FHL Enterprise Agreement 2021
<b>Department:</b>	Operations	<b>Date last updated:</b>	August 2025
<b>Reporting to:</b>	Team Leader Housing Support Services	<b>By whom:</b>	Housing Services Manager

## Purpose of Position

To provide tenancy support services to tenants referred 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.

## Key Working Relationships

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

- Participate in 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.

## Safety Responsibilities

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

## 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

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

## Position Dimensions

<b>Number of staff directly reporting to position</b>	Nil
<b>Number of staff indirectly reporting to position</b>	Nil

## Work Locations

FHL head office (Leederville) and areas where FHL manages properties.