

Job Description

Position Identification

Title:	Allocations Officer	Department:	Operations
Reporting to:	Allocations Supervisor	Updated:	March 2026
Agreement:	FHL Enterprise Agreement 2021		

Purpose of Position

To allocate Foundation Housing tenancies, residencies to applicants from the Joint Wait List (JWL) and managed nominations from support organisations in accordance with the company allocations policy, and to ensure properties are let/re-let within target times.

Key Working Relationships

Internal: Lodging Coordinators Housing Services Property Services Rents Team Tenancy Support	External: Housing Authority Various Support Agencies
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Accountabilities and Responsibilities

- To assess the eligibility of applicants in relation to income/suitability/support requirements and other criteria.
- Identification of clients supports needs.
- Provide information and referral assistance to Tenancy Support and Housing Services if identified as a need in interview.
- To arrange and undertake interviews and viewings with applicants (lodging, managed supported and mainstream/potential high-risk clients).
- To liaise with the Department of Housing and Works in relation to the operation and maintenance of the Joint Wait List.
- To identify and report emerging issues in relation to the operation of Habitat to the DoHW
- To liaise with the Property Services team, Lodging and Housing teams to minimise the period of time for which vacancies remain empty.
- To liaise and work with the Lodging and Housing teams and linked supports in respect to the suitability of property and location for client.
- To manage multiple internal waitlists, ensuring eligibility assessments are complete and compliance requirements are met.
- To liaise with support providers around processing of managed housing nominations.
- Regularly communicate to Allocations Supervisor on emerging issues and possible solution within allocations around meeting KPIs.
- To liaise with and build ongoing relationships with multiple support organisations/government department and allied health organisations.
- To update and maintain computer and manual records in relation to the allocations process, including collection of data and ongoing client notes.

- Work within government databases and internal client and waitlist databases
- To develop a sound understanding of alternative housing opportunities to be discussed with applicants.
- Maintain accurate record keeping and updates within Chintaro database.
- To contribute to the development of the policies and procedures.
- To undertake any other duties commensurate with the position as designated by the line manager.

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 Social Sciences or Human Services, progressing towards a Certificate IV in Community Services or relevant work experience.
- Demonstrated knowledge of the Residential Tenancies Act.
- Highly developed communication and interviewing skills, with demonstrated experience working with diverse clients, including those from sensitive cultural and varied socio-economic backgrounds.
- Demonstrated networking skills with outside agencies; allied health professionals and Government departments to determine appropriate supports for incoming clients.
- Comprehensive computer skills, including windows applications and database management.
- Self-motivated and well-organized, with the ability to manage a range of tasks simultaneously and work both independently and collaboratively as part of a team.
- Demonstrated ability to work effectively under pressure in high-risk environments, applying appropriate de-escalation techniques to manage challenging situations.
- Strong attention to detail, ensuring a high level of accuracy and quality across all areas of work.

Work Related Requirements

- Current WA Driver's License.
- National Police Clearance.

Desirable Criteria

- Basic understanding of housing barriers to individuals and families experiencing homelessness or housing insecurities to determine housing and service needs.
- Experience with working in Chintaro database and government database or other property and client management databases.

Position Dimensions

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

Work Locations

The role will be based across our Leederville and East Perth office.