

# Job Description

## Position Identification

<b>Title:</b>	Housing Coordinator (Broome)	<b>Department:</b>	Housing Services
<b>Reporting to:</b>	Team Leader Housing Services	<b>Date last updated:</b>	November 2025
<b>Agreement:</b>	Foundation Housing Ltd Enterprise Agreement 2021		

## Purpose of Position

To provide client centered, high quality and responsive tenancy management services across a wide range of Housing Programs.

## Key Working Relationships

<b>Internal:</b> Caretaker/Cleaner Housing Services Property Services Tenant Support Allocations Finance Community Engagement	<b>External:</b> Support Agencies Community Service Organisations Department of Communities Local Council Police and Emergency Services Centrelink Magistrates Court of WA Maintenance Contractors Private Owners
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## Accountabilities and Responsibilities

### Tenancy Management

- Proactively manage a portfolio of properties across the Kimberley (including social, affordable and managed properties), in accordance with the Residential Tenancies Act (RTA), organisational policies and procedures and any specific programme guidelines.
- Manage the establishment of new tenancies, including property viewings, preparation of lease agreements and renewals, bond lodgement and sign-ups.
- Undertake regular scheduled property inspections including ingoing and outgoing Property Condition Reports (PCR) and manage any actions arising.
- Manage property repair and maintenance across the portfolio in conjunction with the Property Services team and Private Owners, in accordance with organisational processes, including liaison with external contractors where required.
- Monitor individual tenant rental accounts and manage arrears in line with organisational procedures.
- Complete lease renewals as and when required.
- Manage tenancy breaches including cases of antisocial behaviour, in accordance with the RTA and organisational policies and procedures, taking appropriate action to resolve.
- Draft and lodge breach, termination and Court documentation and represent FHL in Court on matters of tenancy breaches.
- Ensure accurate record keeping, including creating and maintaining appropriate tenancy records in databases (update daily).

- Ensure compliance with all tenancy management policies and procedures and assist with the review and development of policies and procedures.
- Undertake other duties as requested by the Manager.

### Sustaining Tenancies

- Assist tenants to maintain their tenancy by responding quickly to indicators that a tenant may be at risk by engaging relevant support agencies and/or FHL.
- Investigate anti-social behaviour complaints in line with FHL's policies and procedures and take appropriate actions to resolve.

### Relationship Management

- Develop, maintain and manage relationships with support agencies, community partners or other third parties with an interest in the tenancy, with the objective of sustaining tenancies, and meeting tenant and program outcomes.
- Work with community engagement team to promote community and engagement activities with tenants and FHL.
- Attend and contribute to team, departmental and organisational meetings as required

### 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.

## Safety Responsibilities

You will act in a manner that is consistent with FHL's duty of care requirements and 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 manager and People and Culture

## 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

- Minimum 2 years' property or tenancy management experience, with strong working knowledge of the Residential Tenancies Act.
- Experience working with a range of clients with varying and often complex support needs.
- Excellent verbal and written communication skills.
- High level of computer skills and proficiency in Microsoft Office suite.
- Experience of using tenant databases and management systems.
- Excellent organisational skills, attention to detail and accuracy in all areas of work.
- Self-motivated, with the ability to work both independently and as part of a team.
- Ability to manage difficult situations in a calm manner.

- Highly developed interpersonal skills and ability to communicate with a wide range of stakeholders, ranging from tenants to Government Department representatives.

**Other Requirements**

- Current WA Driver’s license
- 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**

The role is based in our Broome office.