

Job Description

Position Identification

Title:	Housing Coordinator	Agreement/Level:	FHL Enterprise Agreement 2021 Level 6
Department:	Operations	Date last updated:	October 2024
Reporting to:	Team Leader Housing Services	By whom:	Housing Services Manager

Purpose of Position

To provide quality, responsive tenancy management and associated services, work closely with tenants and other teams to sustain tenancies and achieve positive tenancy outcomes and undertake management tasks as required to achieve operational KPIs.

Key Working Relationships

Internal: Housing Services Teams Allocations Team Property Services Team Rents Team	External: DMIRS External Agencies including support providers, advocates, police, local councils Centrelink
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Accountabilities and Responsibilities

- Manage a portfolio of tenancies in accordance with the Residential Tenancies Act (RTA) and organisational policies and procedures.
- Manage all aspects of the tenancy from establishment, ongoing management and vacancy processes to ensure all management KPIs are achieved.
- Manage general liaison with tenants and any other parties, regarding the tenancy agreement and associated tenancy issues to ensure all conditions are adhered to.
- Undertake regular property inspections and manage any actions arising.
- Monitor individual rent accounts and proactively manage arrears in line with procedures and KPIs, including implementing and monitoring repayment plans and managing associated actions.
- Manage tenancy breaches in accordance with the RTA and organisational policies and manage Court applications and appearances as required.
- Work collaboratively with all third party management clients to ensure an efficient and high-quality management service for them and their tenants.
- Assist tenants to maintain their tenancy by undertaking risk assessments, responding swiftly to indicators that a tenancy may be at risk and actioning early-stage referrals to Tenancy Support services.

- Work collaboratively with other teams on the management of complex cases and escalation matters as required, in an effort to sustain positive tenancies and proactively address issues impacting the viability of a tenancy.
- Develop and maintain relationships with community partners who may assist in positive tenancy outcomes or service provision.
- Liaise with the Property Services team on all property and maintenance issues, ensuring homes are well maintained, safe and secure for tenants and vacate periods are minimised.
- Create and maintain appropriate and accurate records in Chintaro, ensuring these are regularly updated as required.
- Work collaboratively with other teams to promote community activities, involvement and engagement amongst tenants.
- Attend and contribute to team, departmental and organisational meetings and projects as required and at all times act in accordance with organisational and departmental values.
- Other duties as may be required from time to time.

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 the People & 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.

Selection Criteria/Work Related Requirements

Essential Criteria

- Minimum 2 years' experience in a tenancy management or similar role
- Demonstrated knowledge of the WA Residential Tenancies Act and its application
- Understanding of the role of community housing providers and knowledge of social and affordable housing issues within the community
- Experience working with vulnerable clients with complex needs
- Excellent verbal and written communication skills
- Comprehensive IT skills
- Demonstrated ability to work independently and balance a range of tasks in an organised and professional manner
- Commitment to achieving positive outcomes for marginalised people
- Commitment to working positively with people of all races and cultures

Work Related Requirements

- Current 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

South Hedland office and occasional travel to Karratha and Roebourne as needed to manage the portfolio.