

Job Description

Position Identification

Title:	Team Leader – Tenant Services	Updated:	September 2026
Reporting to:	Housing Services Manager	Department:	Operations
Agreement:	FHL Enterprise Agreement 2021		

Purpose of Position

To lead initiatives that build strong, connected and supportive communities. The role leads the Tenant Engagement and Tenant Support teams to deliver meaningful engagement opportunities, promote tenant participation, connection and wellbeing, and ensure tenants at risk of tenancy challenges are identified early and connected with appropriate support.

Working collaboratively across the organisation and with external stakeholders, the role strengthens support pathways, promotes sustainable tenancies and contributes to meaningful and lasting social value.

Key Working Relationships

Internal: Housing Team Leaders Housing Services Team Regional Housing Teams Affordable Housing Teams	External: Department of Communities Support Agencies Service Providers
---	--

Accountabilities and Responsibilities

- Lead the Tenant Engagement and Tenant Support teams, providing strategic direction, coaching, development and effective performance management.
- Develop and deliver a coordinated tenant engagement program that promotes connection, inclusion, wellbeing and participation.
- Oversee Tenant Engagement team to plan and deliver meaningful community events, activities and initiatives for tenants.
- Build and maintain strategic external partnerships with community organisations, government agencies and service providers to broaden opportunities, strengthen support networks and enhance outcomes for tenants.
- Lead the Tenant Support team, ensuring a proactive early intervention approach to identifying and addressing tenancy risks.

- Develop effective referral pathways to connect tenants with appropriate external agencies and specialist services, without providing direct case management or specialist support.
- Work collaboratively with housing services teams to identify tenants at risk of tenancy failure and ensure appropriate intervention occurs early.
- Develop initiatives that promote tenancy sustainability, including responses to emerging issues such as arrears, disengagement, financial hardship and other tenancy risks.
- Analyse tenant feedback, data and emerging trends to identify evolving needs and drive continuous improvement in tenant engagement and support programs.
- Measure, evaluate and report on program outcomes, including tenant participation, tenancy sustainability, referrals, social value and broader community impact.
- Lead continuous improvement projects that strengthen tenant experience, service pathways, partnerships and operational processes.
- Participate in departmental and organisational projects as required to meet strategic objectives.
- Ensure effective governance, risk management and compliance across tenant engagement activities, community events, referrals and support services
- Other duties as 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;

- Role model FHL's Health & Safety Policy and Procedures.
- Ensure all the employees under your management have information, instruction, training, and supervision that is consistent with FHL safe work practices
- Identify, assess and control hazards which impact on a safe work environment.
- 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.

Selection Criteria

Essential Criteria

- Minimum of 5 years' experience leading a client facing team with diverse responsibilities.
- Demonstrated knowledge of the provision of tenancy support or related services to vulnerable clients.
- Demonstrated experience in the development and management of stakeholder relationships.

- Previous experience in a community engagement or community services environment.
- Demonstrated experience in the development and management of KPIs and associated reporting.
- Experience in outcomes reporting and working within an outcome's framework.
- Excellent verbal and written communication skills.
- Highly developed skills with Microsoft Office suite and demonstrated experience with tenancy databases.

Desirable Criteria

- Knowledge of the Residential Tenancies Act

Work Related Requirements

- Current National Police Clearance
- Current WA Driver's Licence

Position Dimensions

Number of staff directly reporting to position	4
---	---

Work Locations

The position is based in the Leederville office but will require travel across the metropolitan area where FHL properties are located. Occasional travel to regional offices in Broome and Hedland will also be required to ensure oversight of support activities in those locations.