

Position Description		
Position Title	Tenancy Support Coordinator	
Reporting to	Senior Tenancy Coordinator	
Key Purpose	Provide support and guidance to tenants of HHL, ensuring the maintenance of properties through regular inspections, addressing any complaints or grievances, ensuring tenant satisfaction, and assisting the tenants to maintain and sustain their tenancy.	
Remuneration	TBC	
Hours	Full time (38 hours per week)	
Location	Canberra, ACT	
Direct Reports	Nil	
Approved by	CEO	March 2022

Key Responsibilities

Tenancy Management

- Ensure all vacancies at properties are recorded and all vacate procedures adhered to, including working with the Administration officer to find suitable tenants.
- Take a proactive approach to resolving issues related to property vacancies and tenant transitions. Address challenges and find practical solutions in vacancy management, while upholding high standards of property management.
- Assess eligibility and interview prospective tenants by targeting and allocating housing to those most in need using a priority vulnerability index tool and Housing First principles.
- Ensure all rents are collected and manage arrears and debt recovery. Tracking rent paid, and regular notices/statements, acting quickly to ensure tenants do not fall into arrears.
- Conduct 12 monthly regular rent reviews, working with other Havelock staff to ensure all procedures are adhered to.
- Managing and addressing complaints and appeals relating to the housing services, including addressing complaints relating to disruptive behaviour of tenants.
- Using client focused procedures (including trauma informed care and a person-centred approach) provide necessary information about tenant rights and responsibilities under the Tenancy or Occupancy Agreement
- Sound knowledge of local property regulations, including tenant rights and obligations, understanding of the Housing First Principles.
- Have a sound understanding of relevant tenancy legislation and laws to ensure compliance and avoid legal complications.

Tenancy Support Services

- Foster positive relationships with tenants and ensuring their rights and responsibilities are respected. This can be achieved by addressing tenant inquiries and concerns promptly and professionally.
- Ensure effective engagement and support to tenants by developing and maintaining professional relationships with clients by adhering to and applying professional boundaries.
- Provide sustained, non-discriminatory, and appropriate assistance to individual applicants and tenants is delivered in a flexible, timely and effective manner to establish and maintain affordable and secure tenancies.
- Continually improve the services and support offered to tenants by advising of relevant support providers, introducing them to other HHL services, the tenant advisory board and giving them the opportunity to provide input and feedback.
- Ensure tenants are socially supported through the development and delivery of community engagement activities
- Ensure the tenants have access to wrap around services via linkages to external service providers.
- Ensure individual clients sustain their tenancy through collaborating with mainstream supports and specialist practitioners.
- Work collaboratively with support workers, support coordinators, disability service providers, allied health professionals and other specialist supports to promote tenancy sustainability and positive outcomes for tenants within Havelock Housing's disability housing portfolio.
- Develop and maintain effective relationships with NDIS-funded and other disability support providers, recognising the respective responsibilities of the housing provider and support provider and maintaining appropriate professional boundaries.
- Participate in collaborative tenancy planning and case coordination where required, particularly where a tenant's disability, support arrangements or changing circumstances may impact their tenancy.
- Work proactively with tenants and their support networks to identify and respond to emerging tenancy risks, with a focus on early intervention and preventing tenancy breakdown.

Property Management

- Conduct 12 monthly property condition inspections for each lettable property managed including completing a property condition report at the commencement and cessation of each tenancy. Through regular property inspections and ensuring repairs and maintenance issues are reported through the correct internal process.
- Supporting the tenant with move in/move out processes as required under the Housing First Principles
- Deliver consistent quality services to tenants in the portfolio by adhering to the service levels outlined in the relevant Tenancy policies and procedures.
- Maintain a high level of customer satisfaction by ensuring the timely response to tenant enquiries, complaints and grievances and managing tenant appeals and tribunal representation to effective resolution.
- Provide a safe and secure housing environment and assist the tenant to maintain their tenancy, including meeting the obligations of their tenancy agreement;

- Work with external Maintenance providers to ensure the smooth action of repairs and modifications on properties. Including facilitating property maintenance services with Housing Assistance's Total Facilities Manager for community housing dwellings.
- Work collaboratively with tenants, support providers and relevant professionals to facilitate accessibility requirements, reasonable adjustments and disability-related property modifications, ensuring requests are progressed through appropriate internal and external processes.
- Coordinate access to properties with tenants, support workers and disability service providers for inspections, maintenance, modifications and other property-related activities, while ensuring tenant choice, privacy and consent are maintained.
- Develop an understanding of the specific property and tenancy requirements associated with Havelock Housing's disability housing portfolio, including the interaction between housing, support delivery, accessibility and property modifications.

Operational Support

- Demonstrate a commitment to the success and growth of HHA and its reputation by maintaining effective relationships with support agencies and other key internal and external stakeholders, keeping abreast of relevant legislation affecting the sector and our client group, and developing and maintaining one's own skills and abilities.
- Willingness and ability to work within and contribute to the vision, values, and objectives of Havelock Housing Limited.
- Assist the Senior Manager, Tenancy Support in ACAT applications, developing any required paperwork and evidence ahead of submission.
- Ensure HHL maintains a sustainable financial position by achieving individual financial targets including; maximising rent income, arrears, tenant debt, voids and vacancies, bonds, and recharges.
- A commitment to maintaining the highest level of integrity and professionalism in all interactions with tenants, colleagues, and stakeholders. The candidate should demonstrate ethical conduct and confidentiality in handling sensitive tenant information.
- Support the Housing team meet its corporate governance obligations by ensuring the timely and accurate recording of all relevant tenant information in the IT system(s) and maintaining strict adherence to workplace policies and procedures including OHS.
- Establish and maintain productive partnerships across the disability and NDIS service system, including support providers, support coordinators, allied health professionals and other stakeholders, to strengthen outcomes for tenants.
- Maintain an awareness of developments within the NDIS and disability housing environment, particularly where changes may impact tenancy management, property modifications, accessibility requirements or the delivery of supports within Havelock properties.

HHA Housing Leadership Competencies

- **Innovative** - Develops and implements tailored and innovative approaches
- **Inspirational leadership** - Models expected levels of leadership and behaviour, engagement, and presentation
- **Planning and analysis** - Provides a high level of formal reporting, planning, analysis, and evaluation
- **Flexible** - Deals confidently with complexity and ambiguity

- **Balanced** - Provides balanced and consistent resourcing of strategic and operational responsibilities
- **Accountable** - Accepts accountability for performance and manages time and resources effectively
- **Collaborative** - Coaches, mentors, and encourages teamwork and collaboration
- **Continuous improvement** - Demonstrates commitment to quality, technology, and procedural systems
- **Courageous** - Demonstrates curiosity, initiative, daring, adaptability, and reflections
- **Relationships management** - Develops and sustains effective partnerships and relationships at all levels
- **Problem solving** - Engages in debate and discussion and delivers pragmatic solutions
- **Self-awareness** - Displays a high level of emotional insight, intelligence, and awareness
- **Company advocacy** - Positively supports business culture, strategy, projects, and priorities
- **Communicates effectively** - Demonstrates experienced and effective communication and negotiates with skill.

Qualifications and Experience

- 3-5 years' experience in a similar role, preferably in community housing
- Awareness and knowledge of the RTA
- Experience managing complaints or grievances and attending ACAT hearings where required
- Experience in managing complex clients in busy environments through effective workflow management and organisation.
- Intermediate computer literacy skills in Microsoft Office software including Word, Excel and Outlook
- Sensitivity to and understanding of the business' commitment to its clients who may be socially disadvantaged, be homeless, have a disability or come from a non-English speaking background
- Practical awareness of current work health and safety requirements in accordance with current ACT legislation and an ability to support staff in behaving safely while working
- Holder of, or ability to hold an ACT Working with Vulnerable People and to pass an Australian Federal Police Criminal Record Check
- Current ACT driver's licence