



Position Description

Position Title:	Community Housing Worker
Business Unit:	Customers & Communities
Reports to:	Team Leader, Customers & Communities
Classification:	SCHADS Award - Level 3/4

POSITION IN CONTEXT

The Customers & Communities business unit provides client services in tenancy and housing management. The Business Unit and this position play a key role in providing quality housing services and support to individuals and families with varying social, financial and cultural needs.

POSITION PURPOSE

Community Housing Workers undertake a range of duties to provide effective and high quality housing services to tenants and facilitate tenants' access to social and community services to sustain vulnerable, at risk, and complex needs tenancies and achieve the best outcomes for clients.

MAJOR CHALLENGES

The Housing Trust has experienced rapid growth in the last 5 years and is aiming to continue to grow. We are an outcomes-focused, performance-based organisation, with a strong commitment to service improvement, tenant participation, and regulatory compliance.

The major challenges of the position include:

- Ensuring compliance with organisational policy and procedure, and relevant legislation
- Managing expectations to achieve positive outcomes for tenants and stakeholders, consistent with the roles and responsibilities of a social housing provider
- Promoting successful tenancies, including achieving appropriate allocations and working with tenants who display complex or challenging behaviours
- Building relationships with external service providers, including real estate agents, employment agents, contractors, and government & non-government services
- Managing a high volume work environment with competing priorities and changing demands on resources.

DECISION MAKING

The position works within a delegated decision-making framework and reports directly to the Team Leader of Customers & Communities. Community Housing Workers are expected to resolve issues and make decisions within a delegated environment and under direction.

KEY FUNCTIONS AND RESPONSIBILITIES

The key functions and responsibilities of all Community Housing Workers in the Customers & Communities Team include:

- Support clients within the portfolio to sustain their tenancies by maintaining relationships with support providers and linking clients to their programs that reduces tenant dependency on The Housing Trust .
- Ensure the portfolio meets its financial goals and targets through the effective management of rent assessments and rent arrears and other tenant debt and managing voids and vacant times in line with business KPI's.
- Manage and sustain tenancies in the portfolio by providing client focused service through excellence in tenancy management and managing tenancy complaints and appeals to effective resolution.
- Represent the Housing Trust at NCAT as required.
- Prepare leases, maintain tenant and property records and generally fulfil administration requirements as per Housing Services procedures
- Support the business to enhance community development and tenant engagement programs by promoting and supporting the implementation of relevant programs in the portfolio.
- Work within the relevant quality and compliance frameworks by staying abreast of changes to laws and regulations affecting community housing and demonstrating a commitment to the continuous improvement of relevant Housing policies and procedures.
- Ensure the Housing Trust provides quality housing that meets the needs of its tenant by completing periodic inspections of properties, managing leasehold properties in compliance with relevant quota and ensuring that maintenance issues are reported through the appropriate channels.
- Contribute to the continuous improvement of the organisation by sharing ideas, participating in staff meetings, raising issues, questioning the way we do things and offering solutions
- Adhere to organisational policies and procedures relating to Work Health & Safety, and contributing to a safe work environment

SELECTION CRITERIA

QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE

1. Experience in social housing and or homelessness
2. Relevant tertiary qualifications (e.g. Certificate IV in Social Housing)
3. Demonstrated excellent customer service skills and understanding of issues affecting socially disadvantaged people.
4. Excellent interpersonal and communication skills; demonstrated ability to negotiate successful outcomes
5. Demonstrated ability to work flexibly, both independently and as part of a team
6. Highly organised with strong attention to detail
7. Currently hold a NSW class C drivers' license
8. Currently hold a Working With Children Check

PERSONAL ATTRIBUTES

- Good judgement, initiative and insight
- High degree of professionalism, integrity and ethical behaviour
- Strong commitment to delivery of the organisation's Vision and Values

All offers of employment are subject to the provision of a satisfactory Criminal History Check and Working with Children Check prior to commencement.

KEY PERFORMANCE INDICATORS

Key performance indicators are determined annually in consultation with the position holder.

Signed: _____
Position Holder

___/___/___

Signed: _____
General Manager, Customers & Communities

___/___/___

Organisation Profile

We are a Tier 1 nationally registered Community Housing Provider with over 30 years' service and support to the Illawarra Community.

The Housing Trust (HT) was established in 1983 to prevent homelessness through the provision of community housing. Our core business is to provide quality housing and property management services to around 2000 residents in approximately 1000 homes for people on low to moderate incomes. We have a proven track record of providing a caring and responsive customer service, listening to our tenants to ensure we are responsive to their needs and working in partnerships with others in our community.

HT operates predominantly in the Wollongong, Shellharbour and Kiama Local Government Areas. Our team shares a deep commitment to promoting community participation and providing support services for our residents including older people, people with a disability, Aboriginal and Torres Strait Islander people, young people and people who were homeless.

HT is a significant contributor to the local economy, turning over \$12 million, employing over 45 people, managing over 1000 homes including 244 properties leased from the private sector, and spending \$1.8 million using local maintenance contractors annually.

The Housing Trust is proudly not-for-profit and is governed by an elected Board of Management. As a Public Benevolent Institution it can offer a range of salary packaging benefits to staff.

Vision

What we seek for the world: a decent home for everyone.

Values

The things for which we stand: Support, Collaboration, Integrity, Respect.

Purpose

What we do, for whom and why: we provide homes, build communities, create opportunities and enrich lives

Outcomes

For our clients and our community:

- Our clients make choices and will feel more in control of their home and their lives.
- Our clients feel safe and comfortable in their homes and neighbourhoods.
- Our community is proud of the Housing Trust's work.