

POSITION DESCRIPTION

Position Title:	Tenancy Management Worker
Reports To:	Tenancy Manager and/or delegate
Supervising:	N/A
Liaises with:	Tenancy Team, Key Stakeholders, Housing and Community Teams, maintenance and finance staff, external contractors, client administrators and representatives, other Wintringham and Wintringham Housing staff and housing residents.
Location:	Based at Delahey. Travel required to Coburg. Travel to all housing sites state-wide may be required occasionally.
Classification:	Wintringham Housing
Hours:	Fixed Term Part Time

Program Description:

The Wintringham Housing Program provides permanent accommodation for single people over 50 years who can live independently in the community with or without support. Many of our residents are frail, elderly people requiring support to maintain living in the community. The majority of tenants were homeless or at risk of homelessness at the time of admission and are socially and financially disadvantaged. Many have experienced ill health, drug and/or alcohol issues and mental health issues.

The Housing Program has been developed to support the client population to maintain stable long-term public housing and improve their health and well-being. Assistance is provided to residents via the Tenancy Management Worker, Housing Support Workers, Recreational staff, Maintenance staff, Community Aged Care Packages and council home-care services. Support is offered to residents at their place of accommodation.

Objectives of Position

The objectives of the position are to:

- Fulfill landlord duties in accordance with *the Residential Tenancies Act 1997*.



POSITION DESCRIPTION

- Manage tenancies to high standards in accordance with requirements as a Housing Association
- Fulfil landlord duties in respect of properties managed by Wintringham Housing.
- Assist clients to maintain stable housing and independence through paying their rent, reducing arrears, maintaining the properties and therefore sustaining their accommodation.
- Oversee the tenancies at the above properties and respond to tenancy issues that arise.
- Maximise housing opportunities for the Wintringham client group.
- Coordinate the entry and exit of residents from housing properties in conjunction with other relevant service providers.
- Assist with identification of better use of current software and/or identify better software packages for tenancy management.

Working well in a strong team environment is required.

Responsibilities/Duties:

- To ensure confidentiality is maintained at all times.
- Coordinate the arrival/departure requirements of residents including arranging financial assessments that are based on eligibility criteria.
- Undertake the admission of new tenants to properties with leases, condition reports, connection of utilities, issuing of keys, car-parking agreements etc.
- Update resident information Welcome Booklets and provide current information to clients relevant to their tenancy.
- Assist with recruitment of residents and in the promotion of sites also network and liaise with other agencies on behalf of Wintringham Housing
- Follow up on rental issues, including the financial arrangements for rental payments, arrears and accounts. Liaising with client administrators/representatives and Centrelink/Veterans Affairs where required.
- Liaison with utility companies and other suppliers as required.
- Work in different locations as required.
- Coordinate fire training and equipment checks at all sites.
- In liaison with Key Stakeholders, the Site Manager responsible who will be the chair of all meetings, arrange Resident meetings at all Wintringham Housing and Wintringham managed sites, this includes: inviting all residents to meetings and ensuring they are aware that the meetings are scheduled; putting an agenda together with input from all concerned and taking minutes at the meeting.;
- Ensure that all properties and unit furnishings/equipment are maintained in good order and are safe at all times.
- Promptly respond to complaints and reports of disputes from tenants, staff and other services in relation to tenancy and maintenance matters.



POSITION DESCRIPTION

- Report maintenance issues and faults to Maintenance Manager or other relevant services as required.
- Liaise with external maintenance and/or cleaning services as required within the scope of tenancy management. Ensure that the resident is satisfied with services provided Refer residents to the appropriate support staff where necessary particularly when non-tenancy related matters are raised eg. Client issues.
- Promptly arrange detailing of units with contract cleaners when units are vacated
- Liaise with Support Worker who will assess any household goods or furniture required by the resident and ensure any furniture and equipment required is purchased and installed prior to the resident moving into Wintringham Housing and Wintringham accommodation in accordance with the service budget.
- Undertake regular inspections of units with other Wintringham and/or Wintringham Housing staff and complete associated documentation.
- Maintain Real Estate Qualifications.
- Maintain knowledge of tenancy legislation and any other legislation which may be relevant to the position and undertake relevant training in other areas.
- In consultation with the relevant Site Manager, initiate, follow up and represent Wintringham Housing and/or Wintringham through appropriate formal tenancy procedures including applications to and appearances in VCAT.
- Assist in the setting up of new projects including providing assistance to staff, and residents as well as tenant information packages, furnishings and initial tenanting of the property.
- To complete a Monthly Report and other reports as required.
- Complete a monthly Petty Cash reconciliation in strict accordance with Wintringham Housing's and/or Wintringham's policies.
- Handle all correspondence promptly.
- Participate in staff meetings as required.
- Participate in annual Performance Appraisals.
- Ensure service provision is of a high standard, relevant to a client's assessed needs and culturally and gender sensitive.
- Pursue any complaint about services without retribution.
- To keep statistics and data as required.
- To meet with the Tenancy Manager for Supervision on a regular basis.
- To perform other duties as directed by the Tenancy Manager or delegate from time to time.
- To proactively assist with the maintenance of Wintringham Housing and /or Wintringham's Quality Improvement System and to accept responsibilities as defined in the relevant policies and procedures.
- To pursue relevant on-going professional development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.



POSITION DESCRIPTION

All Wintringham Housing and Wintringham staff are expected to practice open communication and pro-actively participate in problem solving where issues or areas of disagreement arise, as per the Open Communication Policy found in the Leadership and Management Manual.

Health & Safety Responsibilities:

As a Wintringham Housing employee you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

Qualifications:

Mandatory

- Real Estate Qualification – minimum Agent's Representative.
- Current Victorian driver's license and own car.

Skills / Experience:

Essential

- A commitment to social justice.
- Excellent written and verbal communication skills.
- Ability to build good relationships with key stakeholders.
- Ability to work both independently and in a strong team environment.
- Agents' Representative qualifications or higher and experience in residential Real Estate/ Community Housing environment.
- A thorough understanding of the current VCAT/ *Residential Tenancies Act 1997*.
- Experience in CHINTARO or industry Real Estate Management Software.
- Ability to undertake administrative tasks which may include the following: computer work, filing, writing reports and memos, case notes and client records, participation in meetings, managing resources and analysing information and data.
- Use technology including computers, photocopier, telephones including mobiles, fax.



POSITION DESCRIPTION

Desirable

- Knowledge and experience of administration systems related to tenancy eg. CHINTARO, Console, Condition reports, routine inspections, leases, arrears management etc.
- Experience in management of Rooming Housing and Retirement Villages.
- Knowledge of housing and support issues facing older homeless people who may have a physical and/or mental disability and/or drug and alcohol issues.
- Ability to work with clients who may have a physical or sensory disability and who could display verbal or physically challenging behaviors.
- Ability to work with and gain the co-operation of clients, services providers and staff.
- Ability to liaise, discuss and resolve issues relating to clients and service providers.
- An understanding of Aged Care Packages, Aged Care Assessment Services and other community services.
- Skills in assessing clients housing and support needs as they relate to tenancy matters.
- Ability to advocate on behalf of clients for access to appropriate services.
- Ability to work independently and manage, plan and organise one's own work.
- Ability to work as part of a team.
- First Aid Certificate

Appointment is subject to a satisfactory police records check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham Housing is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham Housing.



POSITION DESCRIPTION

EMPLOYEE'S NAME _____

SIGNED _____ DATE _____

