

POSITION DETAILS

Program / Unit:	Housing	Employment Status:	Full-Time
Location:	Gladstone	Reports To:	Tenancy Management Coordinator
Classification:	Level 4 - <i>Social, Community, Home Care and Disability Services Industry Award 2010</i>		

PURPOSE OF THE POSITION

The National Rental Affordability Scheme (NRAS) is an Australian Government initiative, delivered in partnership with the State and Territory governments and National Affordable Housing Consortium (NAHC), to increase the supply of affordable rental housing. This position is responsible for providing quality service delivery in tenancy and property management predominantly of the NRAS properties within the ACQ region housing portfolio, however the incumbent may be required at times to manage or assist to manage various community housing properties as directed by the Tenancy Management Coordinator.

POSITION RESPONSIBILITIES

Key Accountabilities	Key Activities
<p>Facilitate efficient and effective tenancy management practices in compliance with industry and service standards</p>	<ul style="list-style-type: none"> Advertises vacant properties and distribute NRAS application pack to prospective tenants. Conduct property viewings of vacant properties. Assesses the eligibility of NRAS applications in accordance with Anglicare CQ policies, procedures, checklists and NRAS eligibility and registration. Ensures that the processing of tenant applications is conducted in a non-discriminatory and transparent manner in accordance with AnglicareCQ policies and procedures and to the satisfaction of the property owner. Ensures the best possible start to each new tenancy, ensuring new (and existing) tenants are aware of their rights and responsibilities related to their tenancy. Make appropriate decisions regarding linkages to wrap-around support, involving the tenant in key decision making and maintaining a strict compliance regime during their tenancy. Responsible for processes related to commencing the tenancy, including Residential Tenancies Authority (RTA) forms and NAHC demographic assessments. Monitors and ensures tenancy rent payments are made and is proactive regarding arrears/debt management (current tenants). Responsible for carrying out routine inspections and reporting to the property owner. Identifies tenant damage and ensures damage is rectified and repairs are of standard, as per RTA Notices and AnglicareCQ guidelines. Conducting annual review of tenants' ongoing eligibility and property rent reviews in accordance with NAHC Guidelines.

Key Accountabilities	Key Activities
	<ul style="list-style-type: none"> • Establishing and maintaining comprehensive tenancy and property records via the tenancy management system. • Deals with tenant exits, evictions and abandonment of property. • Makes recommendations regarding ending tenancies when required, and manages these processes. • Liaises with property management function in relation to tenanted and vacant property maintenance. • Enforces RTA tenancy conditions and manages all matters related to any breach in tenancy agreement and take appropriate action. • Provides a prompt, courteous and helpful response when dealing with enquiries, complaints and/or disputes within the parameters of the AnglicareCQ policy and procedure framework. • Maintains communication with tenants and applicants that is appropriately cordial and business like and maintains the dignity of the tenant and applicant. • Ensuring repairs and maintenance to properties are addressed in accordance with organisational policies and procedures. • Contributes to the completion of all regulatory and internal reporting accurately and on time; ensuring, within the scope of the role, that registration requirements are achieved.
<p>Sustaining Tenancies by making appropriate decisions regarding linkages to wrap-around support</p>	<ul style="list-style-type: none"> • Takes responsibility for ensuring the management and sustainment of tenancies through identifying vulnerabilities, and ensures support is established as soon as possible. • Engages with tenants by providing relevant information to sustain their tenancy • Ensures that tenants are aware of their rights and responsibilities related to tenant participation and maintaining their tenancy.
<p>Gauge and ensure tenant satisfaction</p>	<ul style="list-style-type: none"> • Conducts periodic tenant satisfaction surveys. • Identifies potential tenant issues and put corrective measures in place. • Work within AnglicareCQ's feedback and complaints management system for tenancy matters and escalate to Coordinator when necessary.
<p>Provide input into AnglicareCQ housing reports and continuous improvement initiatives</p>	<ul style="list-style-type: none"> • Provides input into the development and improvement of tenancy management policies, procedures and workflows. • Gathers relevant tenancy management data and statistics. • Makes inputs into management reports and operational planning.
<p>Administration</p>	<ul style="list-style-type: none"> • Establishes and maintains accurate records in relation to tenancy matters in accordance with residential tenancies legislation, funding bodies and AnglicareCQ policy and procedure. • Provides when requested, monthly and quarterly reporting to the Tenancy Management Coordinator, Housing Manager for funding bodies. • Actively participate in monitoring and evaluating quality management systems. • Processing invoices for payment through tenancy management systems.

Key Accountabilities	Key Activities
	<ul style="list-style-type: none"> • Monthly reports to contract manager, internal management and/or externally to property owners as required.
Participation	<ul style="list-style-type: none"> • Contributes as a pro-active and effective team member offering assistance. • Attends and actively participate in team meetings. • Supports and adhere to relevant AnglicareCQ policies and procedures. • Displays a commitment to work within the philosophy of AnglicareCQ. • Supports and contribute to the development and maintenance of a healthy, creative and supportive working environment.
Resource Management	<ul style="list-style-type: none"> • Supports the effective support to service delivery by undertaking administrative activities, ensuring that relevant policies and procedures associated with information management, records management and other resource management issues are followed. • Shares information and knowledge in relation to resource availability, including organisation of resources required to effectively undertake role.
Partnerships	<ul style="list-style-type: none"> • Demonstrates a client focus and acts ethically. • Contributes to effective teamwork by becoming and remaining informed of all aspects of the different roles of team members, offering pro-active assistance and working collaboratively to assist in the delivery of quality services. • Contributes effectively as a team member, in an environment where tight deadlines and conflicting priorities are a regular feature of the work. • Work cooperatively with contract manager (e.g. NAHC) to ensure effective operation of service.
Learning and Professional Development	<ul style="list-style-type: none"> • Ensures individual learning through representation and membership of appropriate community and government bodies and forums. • Ensures ongoing professional development by attending and participating in training opportunities as identified within the performance development and review process. • Participate in regular supervision with line manager.
Organisational Development	<ul style="list-style-type: none"> • Displays commitment to work within the philosophy of AnglicareCQ. • Contributes to the development and implementation of flexible, responsive, cost effective and high quality of services. • Contributes to the development and implementation of service and organisational policies and procedures. • Utilizes organisational administrative processes, systems and technology in an efficient and effective manner. • Contributes to the development and maintenance of a healthy, creative and supportive working environment. • Demonstrates high regard for risk management, workplace health & safety issues and the physical and emotional well being of clients, co-workers and all visitors of the workplace.

SELECTION CRITERIA

Mandatory Requirement/s:

- Hold a current Real Estate Licence throughout the duration of employment or equivalent. People with a Sales Person Certificate willing to up skill are encouraged to apply.
- A minimum of 3-years relevant tenancy or property management experience.

Selections Criteria:

1. Demonstrated skills in providing responsive and supportive tenancy management practices.
2. Demonstrated knowledge and understanding of the *Residential Tenancies Rooming and Accommodation Act 2008* and National Affordable Rent Scheme (NRAS) legislation.
3. Highly developed administration skills as demonstrated by success in achieving objectives and in contributing to improved organisational performance.
4. Demonstrated high level of written and verbal communication and analytical skills, and the ability to mediate and use persuasive skills to deal with conflict.
5. Demonstrated ability to use initiative, work independently and also in a team environment, including sound organisational skills and an ability to set priorities, meet strict deadlines and timeframes.
6. Ability to maximise rental income through proactive tenancy management.

OTHER REQUIREMENTS

- Must hold a current Queensland Open Driver's licence or licence recognised by Australian laws
- Must have proof of current eligibility to work in Australia (visa holders)
- Successful completion of a six (6) month minimum employment period (probation) in accordance with AnglicareCQ's policies and procedures
- Any employment 'suitability checks' (as required for the position).
- Ability to travel.
- This Position Description should be read in conjunction with the AnglicareCQ Personal Attributes Matrix (Appendix 1).