



# CENTRAL AUSTRALIAN AFFORDABLE HOUSING COMPANY

## POSITION DESCRIPTION

<b>Position Title:</b>	Town Camp - Coordinator
<b>Reports to:</b>	Operations Manager
<b>Location:</b>	Alice Springs
<b>Hours per week:</b>	37.5
<b>Position Type:</b>	Full time permanent
<b>Salary Band:</b>	CAAH Level 5 – SCAHDS Award
<b>Prepared by:</b>	John McBryde
<b>Date:</b>	20/12/2019

### 1. Position Context

The Central Australian Affordable Housing Company (CAAH) is an Aboriginal controlled, not-for-profit, registered community-housing provider in Alice Springs.

CAAH has a contract with the Department of Local Government, Housing and Community Development (DLGHCD) to provide Tenancy Management Services to the 16 Town Camps within Alice Springs. The current contract ends on 30 June 2020 and CAAH is committed to continue to provide and expand this service through re-tendering in 2020.

### 2. Position Summary

The Town Camps Coordinator (TCC) role oversees day to day operations of the Town Camps Contract. The aim of the TCC is to oversee the delivery of service by maintaining a strong team dynamic and a high level of service to the residents of the 16 Town Camps.

The TCC role requires a high level of team management building and maintaining relationships with tenants and stakeholders both external and internal.

### 3. Key Duties

The key duties for the position include:

#### **Relationship Management**

- Work with Operations Manager – in delivering the contract, respond to information requests and program updates, and participating and coordinate contract evaluation and management.
- Work with partner organizations – work collaboratively with partner organizations involved on Town Camps (e.g. Tangentyere Council, TSS providers) to address specific community issues, streamline referral processes, participate in critical tenancy matters (e.g. risk of tenancy termination).
- Working internally - manage and support the Town Camps team, be a key participant by contributing to reports and stats to Operations Manager, offer support to other CAAH staff members when necessary, ensure Town Camps staff receive ongoing supervision.



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- Working with tenants and community – provide culturally safe and meaningful advice and support tenants and applicants in understanding their responsibilities under the RTA and DHCD policies, work with Town Camps communities.

### Compliance and Reporting

- Internal reporting – provide data and information on operational key performance indicators and when requested by management.
- Maintain compliance – Comply with all relevant Northern Territory legislation, including but not limited: Residential Tenancies Act, Domestic and Family Violence Act (including mandatory reporting), Care and Protection of Children Act, compliance with conditions of the service agreement ensuring program compliance.
- Maintain CAAH files – maintain and record information in CAAH's file management system, collect and collate monthly data for the monthly operational report.

### Service Delivery

- Oversee Service Delivery – Ensure program is delivered in line with the services included in the Town Camps Contract.
- Oversee and provide support to team members to maintain rent arrears management, rent rebates, inspections etc.
- Community engagement - Coordinate Housing Reference Group meetings with Town Camps residents, attend other community meetings (e.g. Housing Associations) when invited.
- Critical Case Management – Work with CHO's on specific tenancies when critical issues are identified and assist in external referrals to specialist services.

### Staff management

- Manage and support the Town Camps Team in the delivery of the contract.
- Meet with each staff member individually on a regular basis and perform supervision when required.
- Hold weekly team meetings to discuss key issues and plans.

### Other duties

- All other duties requested by CAAH Management as required.

## 4. Key Selection Criteria

### Essential Criteria

1. **Cultural awareness** - An awareness, understanding and sensitivity to Aboriginal culture and law in the Alice Spring context, and the ability and experience to communicate effectively with Aboriginal people
2. **Program management** – Demonstrated experience in program management in the community sector, including experience in program monitoring and evaluation and working and reporting with government.
3. **Staff management** – Demonstrated experience in managing staff and performance.

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4. **People Skills** – Demonstrated ability to effectively communicate and work with people and stakeholders from different backgrounds and life experiences, and with limited English or English as a second language.
5. **Time Management Skills** - Demonstrated time management skills and ability to priorities and meet a demanding workload
6. **Administrative Skills** - Demonstrated data entry, reporting and administrative skills
7. **Problem Solving** - Demonstrated problem solving skills and analytical abilities
8. **Computer Skills** – Experience with Microsoft Word, Excel and email functions.
9. Driver's License
10. Police Check showing no prior criminal history
11. NT OCHRE Card – Child Protection

### Desirable

12. Aboriginal person from Central Australia
13. Qualification in social sciences, community services or tenancy related study

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### Approval

<b>Approved by:</b>	John McBryde
<b>Date:</b>	20/12/2019
<b>Signed:</b>	