



Position Description

Job Title:	Community Housing Worker
Reports to:	H2H Program Manager
Hours per week:	30.4 hours (Part-Time) 12 Month Contract with possibility of extension.
Salary classification:	Salary and conditions of employment in accordance with the SCHADS Industry Award, Community and Social Services employee - Level 5. Above award conditions apply including access to NFP salary packaging, generous leave entitlements.
Last Updated:	8.04.2022
Location:	259 Dorcas St. South Melbourne
Approved By:	CEO

Organisation Overview

Formed in 1983, South Port Community Housing Group (SPCHG) creates and manages affordable rental housing options in the City of Port Phillip for single adults and young people who have faced homelessness and social exclusion. We work with people who are most in need of an affordable, supportive place to live and create opportunities to participate in the local community.

Key Objectives of the Position

To work with the Housing Program team and associated SPCHG staff to deliver a high quality housing service consistent with the organisation's Values, Mission and Business Plan.

To contribute to the implementation the core elements of SPCHG Housing Program, in particular the tenancy management, property management and community development functions. The role will support the management of tenancies under SPCHG's lead involvement in the From Homeless to a Home (H2H) initiative.

Key Responsibilities

1. Tenancy Management
 - Ensure a 'supportive housing' program style geared toward tenant empowerment and respect for tenant rights.
 - Demonstrate an ability to be able to work with clients/tenants with complex behaviours.
 - Coordinate access to health services, liaising with support workers, to develop planning, risk management and review processes.

- Ensure tenancy agreements are upheld including through formal tenancy procedures including applications to, and appearances at, VCAT.
 - Address rental issues, including financial arrangements for rental payments, arrears and accounts. Work with client support workers and Centrelink where required.
 - Work collaboratively with tenants, real estate agents, funding partners and external support services to help sustain tenancies.
 - Manage the allocation process through the Victorian Housing Register (VHR) and determine the eligibility and suitability for vacancies.
2. Property management
- Respond to tenant maintenance requests, investigating and actioning in accordance with relevant KPIs. Record maintenance tasks and outcomes in consultation with tenants.
 - Maintain excellent communication with maintenance contractors.
 - Manage property inspections as required, including giving proper notice to tenants.
 - Monitor performance by cleaning and maintenance contractors.
 - Facilitate occasional property upgrade works as required.
3. External Relationships/Partnerships
- Maintain effective communication and strong working relationships with key partners including service providers, City of Port Phillip, local police and other local agencies.
 - Proactively manage neighbour issues, including community engagement activities where appropriate.
4. Data and Reporting
- Ensure client information sharing mechanisms are in place in accordance with relevant legislation and contractual obligations.
 - Maintain accurate records, including tenancy details in client relation management software Chintaro.
5. General
- Develop excellent teamwork with the program, fairly sharing workloads and responsibilities.
 - Develop high level skills in the tenancy/property management program, Chintaro, and use the program reliably and consistently to record tenant, property, and maintenance details and issues.
 - Develop high level knowledge of the provisions of the Residential Tenancies Act 1997 and Residential Tenancies Regulations Amendment Act 2020.
 - Arbitrate in disputes when necessary and appropriate.

Skills and Attributes

- Good judgement, initiative and insight
- Commitment to social justice and fairness
- Solution and outcome focused
- Questioning and inquisitive. Doesn't accept things for how they are and looks for constant improvement.

Key Selection Criteria:

'Essential' selection criteria for all staff will include:

- Professional skills and formal Social Work or Community Development or related qualifications, preferably with experience in working within a community development context.
- Knowledge of the homelessness sector.
- Understanding of the systemic and individual causes of homelessness, and understanding of the compounding effect of complex needs.
- Experience in implementing community development initiatives preferably with homeless or marginalised populations.
- Excellent communication skills, including capacity to relate well to people who are applicants and tenants, as well as to professionals in the sector and community members.
- Tenancy management experience desirable.
- Attitudes that are non-judgmental and clear understanding of professional boundaries with clients.
- Proven capacity to administer and enhance organisational systems and processes.
- A clear Working with Children Check.

In light of the organisation's commitment to social justice and community development, training and experience in these areas will be valued.

General requirements of all SPCHG employees:

All employees of South Port Community Housing Group are required to work in a way that:

- Respects the rights and privacy of service users;
- Respects the rights of tenants and clients to make their own decisions and not be judged;
- Encourages/supports links with community and family where possible;
- Encourages/supports service users to make their own decisions and take charge of their own lives.

All employees of South Port Community Housing Group are also required to:

- Be personally responsible and accountable for high standards in work performance, behaviour and attendance in the workplace.
- Read, become familiar with, and comply with, organizational policies and procedures.
- Comply with SPCHG Code of Conduct including Child Safe Code of Conduct.
- Report any observed non-compliance with Code of Conduct.
- Comply with Privacy procedures.
- Promote a positive, healthy and safe environment for self and colleagues.
- Operate in accordance with SPCHG Charter of Consumer Rights and on the basis that no-one is more or less deserving of assistance than anyone else.
- Operate in a professional manner that fosters positive relationships focused on outcomes for clients.
- Attend all planned general staff meetings and program meetings and apologise in advance if unable to.
- Develop skills, knowledge to be able to provide appropriate information, advice and referral to people whose needs can't be met immediately.
- Attend and assist with special, one-off tasks undertaken by the organisation, including special events and functions.

- Give permission for a Police Check and Working with Children Check. Note: a conviction will not automatically disqualify an applicant- CEO reserves the right to review special circumstances and potentially support the applicant in appealing a non-approval.

Signed: _____ Position Holder	Dated:
Signed: _____ CEO	Dated: