



Position Description

Housing Transition Specialist

June 2026

Baptcare is a purpose driven and faith-based organisation working across Victoria, Tasmania and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum. We are proud to be part of BaptistCare, a newly merged national care organisation committed to providing exceptional support and services across Australia.

ROLE PURPOSE – Housing Transition Specialist

The Housing Transition Specialist is a senior tenancy management role responsible for managing a defined portfolio of complex tenancies within a housing program transitioning to closure.

Working with a high level of autonomy, the role applies advanced expertise in the Residential Tenancies Act and Victorian Civil and Administrative Tribunal (VCAT) processes to achieve appropriate, timely and legally sound tenancy outcomes.

The position manages the planning and coordination of tenancy transitions, balancing legal requirements with a person-centred and trauma-informed approach. The role supports renters through change, facilitates referrals to alternative housing pathways, and ensures transitions are managed with clarity, fairness and respect.

Subject to capacity, the Housing Transition Specialist will also assist the wider housing team in the tenancy management of Baptcare Affordable Housing's social housing portfolio and support the team through knowledge sharing.

Position Details			
Division	Industrial Instrument and Classification	Primary Location or Region	Reports To (Title):
Community and Housing	Social, Community, Home Care and Disability Award Level 5	Brunswick Hub	Manager Baptcare Affordable Housing

Position Outline

Key Responsibility Areas
<ul style="list-style-type: none"> • Manage a small portfolio of complex tenancies within a program transitioning to closure, ensuring structured and timely outcomes aligned with program requirements. • Undertake all day-to-day tenancy management tasks including preparation of tenancy documentation, arrears management, raising work orders for responsive maintenance, and completing property inspections. • Work closely with the Housing Facilities Coordinator to ensure that properties are maintained to a high standard and full compliance. • Lead tenancy transition planning, including risk assessment and coordination of end-of-tenancy processes. • Apply advanced knowledge of the Residential Tenancies Act, including issuing notices, preparing complex matters and representing Baptcare at VCAT. • Independently manage complex and sensitive tenancy matters, exercising sound judgement and professional discretion. • Navigate VCAT processes to achieve outcomes that are legally robust and aligned with organisational objectives. • Engage renters using a person-centred, trauma-informed approach, supporting understanding, choice and dignity throughout transitions. • Proactively connect renters with support services, referrals and alternative housing pathways. • Provide clear, consistent and professional communication, including managing difficult conversations and complaints. • Maintain accurate and comprehensive records to support legal processes, compliance and reporting requirements. • Identify and implement improvements to processes and systems relating to tenancy transitions, contributing to team capability and practice development.

Baptcare is a child safe organisation that is dedicated to the safety, empowerment, and participation of all children. We have zero tolerance of child abuse and are committed to a thoughtful, protective environment that supports infants, children, and young people to feel safe and respected. In accordance with Baptcare's code of conduct, all Baptcare employees are committed to keeping children safe within the organisation and act in their best interests at all times.

At Baptcare, we value diversity in all forms and aim to co-create inclusive experiences and communities with our employees, volunteers, the people we work alongside and our partners. We are committed to diversity and inclusion across all we do and to building communities and workplaces where everyone belongs.



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- Where capacity allows, assist the wider housing team with any of the above areas as well as general tenancy management activities relating to the organisation’s social housing portfolio.

Workplace Health & Safety

- Report WHS hazards, injuries and incidents (including near misses)
- Act responsibly to protect your safety and the safety of others
- Participate in and contribute to WHS improvement activities including inspections, audits and other review activities
- Ensure tools, equipment, PPE and clothing are in a safe condition before use and report/fix any defects as appropriate
- Actively participate in rehabilitation and return to work activities following any work-related injury
- Comply with responsibilities under the WHS Management System and any reasonable instructions, including during emergency situations
- Ensure any incidents you encounter are reported, supporting any investigations and the implementation of preventative measures

Position Specifications

Key Selection Criteria:		Key Performance Indicators:	
<ul style="list-style-type: none"> • Extensive experience in tenancy management, preferably within community or public housing. • Advanced knowledge and demonstrated application of the Residential Tenancies Act and VCAT processes. • Proven experience managing complex, high-risk or sensitive tenancy matters. • Strong decision-making capability, including the ability to exercise judgement and work autonomously in complex situations. • Highly developed communication and interpersonal skills, including experience working with vulnerable renters. • Demonstrated ability to apply person-centred and trauma-informed approaches in practice. • Strong organisational and problem-solving skills, with the ability to manage competing priorities. • Proficiency in Microsoft Office and tenancy/property management systems. • Alignment and commitment to Baptcare’s Mission, Vision and Values. 		<p>To be determined in agreed Performance Development Plan. Indicators may include:</p> <ul style="list-style-type: none"> • Tenancy transitions delivered within agreed timeframes and program requirements. • Effective management of complex tenancy matters, including appropriate VCAT outcomes. • Clear, respectful and responsive engagement with renters. • Successful facilitation of referrals and alternative housing pathways. • Accurate, timely and audit-ready documentation. • Effective, professional and respectful collaboration with all internal and external stakeholders. • Contribution to improved systems, processes and team capability. 	
Internal Stakeholders:		External Stakeholders:	
Finance; Facilities Management; Community Services; Marketing and Communications; Legal		Renters; Support Agencies; VCAT	
Managers and Supervisors Only			
Direct Reports:	N/A	Operational Budget:	N/A

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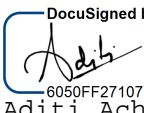


Qualifications, Experience and Compliance

Qualifications and Experience	Compliance Requirements
<p>Essential:</p> <ul style="list-style-type: none"> Tertiary qualification in a relevant field or significant experience in tenancy management. Advanced knowledge of the Residential Tenancies Act and VCAT processes. Experience working with vulnerable or disadvantaged cohorts. <p>Desirable:</p> <ul style="list-style-type: none"> Experience in housing or community services organisations. 	<p>Essential:</p> <ul style="list-style-type: none"> Satisfactory National Crime Check, renewed every three (3) years Driver's licence and own reliable vehicle Full and ongoing Right to Work in Australia Working With Children's Check <p>Desirable:</p> <ul style="list-style-type: none"> COVID-19 Vaccination Influenza Vaccinations

DECLARATION

Understanding and Acceptance	I have read and understand this Position Description and I understand and accept the accountabilities and requirements of the role.		
Employee	Name:	eSignature:	Date:
Baptcare Representative	Name:	eSignature:	Date:

PEOPLE, CULTURE AND SAFETY USE ONLY

The Compensation team has assessed this role (Common Law only)	eSignature:  Name: Aditi Acharya	Date: 16 June 2026 4:12 PM AEST
People & Culture has assessed this role (for roles covered by VIC EA, Tas EBA or SCHADS for example)	eSignature:  Name: Deborah Stapleton	Date: 16 June 2026 2:48 PM AEST
This Position Description has been sighted and approved by People and Culture	eSignature:  Name: Tegan Cattle	Date: 16 June 2026 8:35 PM AEST

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Mission Vision

Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Communities where every person is cherished.



Values

Our Mission & Vision are lived through our WE CARE Values.

We care about...

Our Customers

Our Team



Wellbeing

... you living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.

... strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.



Ethics

... being genuine with you, leading with integrity and fulfilling Baptcare's purpose in harmony with community expectations.

... being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.



Co-creating

... building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.

... building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.



Accountability

... fulfilling our commitments to you and accepting our responsibilities to continually improve.

... fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.



Respect

... understanding and embracing your individuality, standing up for your equality and protecting your dignity.

... treating one another as we like to be treated ourselves, by welcoming differences with an open mind and promoting equality and dignity.



Effectiveness

... being focused on achieving the best outcomes for you, with you.

... ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.