

Position Description

Position Title	Community Housing Officer
Who You'll Report To	Housing Operations Manager
Where This Role Sits (Dept)	Property and Housing
Employment Instrument	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Social and Community Services Level 4

Our Purpose

We support women in Australia to live in safe, secure and affordable homes and fostering women's leadership and working alongside them so they can build the future they want. Learn more about YWCA Australia [here](#).

Why This Role Matters

In this role, you will help create safe, stable and supportive housing environments for residents. By working closely with residents, colleagues and partners, you will support sustainable tenancies and positive housing outcomes. You will manage tenancy administration, maintain accurate systems and data, and provide clear information and guidance to residents.

You will regularly connect with residents, identify and respond to tenancy and maintenance needs, and operate within the relevant Residential Tenancies Act (RTA). As part of a collaborative team, you will contribute to consistent, high-quality service delivery and positive resident experiences.

What This Role Involves

Service Delivery & Resident Support

- support residents to sustain safe and stable tenancies by providing clear information, guidance and referrals
- build strong, respectful relationships with residents and connect them to community supports that enhance wellbeing and independence
- promote social connection by linking residents to local activities, services and opportunities
- undertake regular home visits to understand resident needs and respond proactively

Tenancy & Housing Outcomes

- deliver end-to-end tenancy management, including allocations, rent processes, resident onboarding, maintenance, condition reports and access

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- support fair and transparent referral, assessment and allocation processes in line with organisational frameworks
- assess applications and contribute to matching residents with appropriate housing
- maintain accurate tenancy information and support effective housing management practices

Partnerships & Community

- build and maintain strong partnerships with community organisations, support services and providers to achieve positive outcomes for residents
- work collaboratively with referral partners to support timely, suitable housing outcomes

Compliance, Quality & Operations

- deliver tenancy services in line with the Residential Tenancies Act (RTA) and organisational policies
- represent the organisation professionally, including at tribunal where required
- maintain accurate records and contribute to reporting, data quality and continuous improvement
- identify and escalate risks or complex tenancy and maintenance issues to support timely resolution

Team & Continuous Improvement

- contribute to a positive team culture and high-quality service delivery
- collaborate with colleagues, including Asset Management, to support well-maintained properties and strong resident outcomes
- identify opportunities to improve processes, resident experience and community outcomes
- work in alignment with The Y Way and YWCA's values
- follow and role model safe work practices in line with legislation, YWCA policies and WHS responsibilities
- carry out additional tasks as required, in line with the responsibilities and level of the role.

Capabilities And Expertise

To thrive at YWCA in this role, you will:

- have relevant qualifications in a related field
- bring experience in a similar role and know how to apply your skills in community housing or property management
- understand the property management and the relevant legislation (e.g. Residential Tenancies Act), policies and processes that guide this work

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- have an awareness homelessness issue with experience engaging diverse communities.
- use digital systems confidentiality, including Microsoft Office applications and tenancy platforms.
- build trusting and respectful relationships with ease
- communicate clearly and kindly and listen well and navigate conflict with effective mediation skills.
- adapt well to change and bring a positive, solution-focused attitude
- care about gender equity, social change and making a meaningful difference
- take a trauma-informed, strengths-based and culturally responsive approach

Nice to have

- Experience in community services, housing or not-for-profit settings
- Lived experience relevant to this role

More About This Role

- This role requires the team member to hold, or be willing to obtain, the following:
 - Working rights in Australia
 - A valid National Police Check
 - A state-based Working with Children Check
 - A current Driver's Licence
- Completion of a pre-employment medical declaration, including any pre-existing injuries
- This role is based in Bendigo, with some travel to nearby sites
- Flexible working is available depending on team needs
- Some after-hours work may be required during peak periods
- This role includes occasional outreach and community-based work
- This role requires confidence in working independently for extended periods.

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