

Position Description

Housing Administration Worker

November 2023



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.

ROLE PURPOSE – HOUSING ADMINISTRATION WORKER

Following a year of rapid growth, Baptcare Affordable Housing (BAH) is entering a period of consolidation in its operations. The Housing Administration Worker will provide a high standard of administrative support to the BAH team during this time, by undertaking a range of tasks in support of key operational functions and relieving capacity elsewhere in the team. In addition, you will work closely with the Housing Services Worker and Housing Project Worker to participate in projects being undertaken to improve systems, procedures and record keeping.

Position Specifications

Dimensions			
Division:	Property	Reports to (title):	Housing Coordinator
Industrial Instrument	Social, Community, Home Care and Disability Award	Classification/Grade:	SCHADS Level 3
Primary Location/Region (optional):	Brunswick	Status:	Full Time, Maximum Term Contract
Internal Stakeholders:	- Tenancy Workers - Housing Project Worker - Housing Services Worker - Finance - ICT - Facilities Management	External Stakeholders:	- Renters - Housing Registrar - Homes Victoria - Suppliers
Managers/Supervisors Only			
Direct Reports:	N/A	Team Salary Budget:	N/A

Position Outline

Key Responsibility Areas
Record Management • Ensure the accuracy and completeness of records related to BAH's tenancy and property functions. • Regularly audit existing filing and record management systems to identify areas for improvement. • Implement enhancements to streamline record-keeping processes and ensure data integrity.
Rent Review Process & Satisfaction Surveying • Support the annual rent review process by compiling relevant income information. • Maintain meticulous records associated with rent reviews and manage correspondence with renters. • Collaborate with relevant stakeholders to ensure a smooth and efficient rent review process. • Facilitate and assist in conducting BAH's renter satisfaction survey.
Operational Improvement Projects • Actively participate in projects aimed at enhancing BAH's operating systems, practices, and procedures. • Contribute ideas and solutions to improve efficiency and effectiveness within the housing team. • Collaborate with cross-functional teams to implement changes and improvements.
Document Template Development • Assist in the improvement and development of operational document templates. • Ensure that document templates align with policy and legislative requirements.

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- Streamline and standardise documentation processes to enhance operational efficiency.

Regulatory Reporting

- Update internal records to meet regulatory reporting requirements.

Stakeholder Liaison

- Liaise with external stakeholders to review and update details, ensuring consistency in information.
- Cultivate positive relationships with external partners, such as regulatory agencies and vendors.
- Communicate effectively to address discrepancies and ensure accurate information exchange.

Administrative Support & Tenancy Agreement Preparation

- Provide high-level administrative support to the general operational requirements of the BAH team.
- Assist with tasks such as scheduling, document preparation, and coordination of meetings.
- Contribute to a collaborative and organized work environment.
- Prepare tenancy agreements and other documentation in accordance with policy and legislative requirements.
- Ensure that all documentation is accurate, up-to-date, and compliant with relevant laws and regulations.
- Collaborate with legal and compliance teams to stay informed about any changes in legislation affecting tenancy agreements.

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 view 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 supporting the implementation of preventative measures.

Key Performance Indicators

- Demonstrated improvement in BAH's record management and accuracy.
- High compliance rates in key record filing, timely updates, and reduced error rates.
- Consistent adherence to project timelines, impactful project contributions, and stakeholder satisfaction with timely and quality outcomes.
- Quantifiable accuracy in tenancy documentation, compliance with legal standards, and efficient document preparation.
- Positive feedback from key stakeholders.

Key Selection Criteria

- A meticulous and thorough approach to work, consistently demonstrating an unwavering commitment to accuracy and precision.
- Proven ability to effectively identify, analyse, and resolve challenges in various work situations.
- Demonstrated ability to think critically and offer innovative solutions to complex problems, contributing to the overall success of the team.
- Capacity to work highly effectively in a dynamic team environment with competing priorities.
- Excellent written and verbal communication and interpersonal skills.
- Demonstrated skills in time management, prioritisation, planning and organisation.
- Strong IT literacy, including Microsoft Office and experience with management of electronic filing systems and databases.
- Alignment and commitment to Baptcare's Mission, Vision and Values

Employee Profile

Qualifications

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Essential:	Relevant and transferable experience in a comparable role.
Desirable:	- Tertiary qualification in a relevant field. - Experience in housing or community services. - Knowledge of the Residential Tenancies Act.

Background Checks, Licences and Accreditations

Essential	- Satisfactory National Crime Check, renewed every three (3) years - COVID-19 Vaccinations per Baptcare's Vaccination Policy - Driver's Licence and own reliable vehicle - Full and ongoing Right to Work in Australia
Desirable	Influenza Vaccination

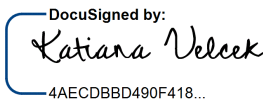
DECLARATION

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

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PEOPLE, CULTURE AND SAFETY USE ONLY

For Common Law, this role has been assessed by Remuneration, Benefits and Systems	eSignature: Name:	Date:
For roles covered by an industrial instrument (eg Vic EBA, SCHADS etc) this role has been assessed by the relevant P&C Manager	eSignature:  Name: Katiana Velcek	Date: 28 November 2023 6:11 PM AEDT
This Position Description has been signed and approved by People and Culture	eSignature:  Name: Kate Harrap	Date: 28 November 2023 6:43 PM AEDT

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Baptcare

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.

Baptcare