

# Position Description



YWCA CANBERRA

Position Information	
Position	Supportive Tenancy Officer
Date approved	August 2025
Program	Tenancy
Supervisor	Director Service Integration
Location	Central Office and outreach
Hours of work	38 hours per week
Salary	Grade 3 Level 3 of YWCA Canberra Enterprise Agreement

General Conditions of Employment
<ul style="list-style-type: none"><li>• YWCA Canberra Enterprise Agreement 2023 - 2027</li><li>• Appointment is subject to obtaining a satisfactory Working With Vulnerable People check at own cost</li><li>• Appointment is subject to satisfactory National Police Check within the last 3 months.</li><li>• Appointment is subject to satisfactory working rights in Australia</li><li>• All YWCA Canberra policies and procedures will apply</li><li>• Subject to a 6-month probation period</li></ul>

Position Statement
<p>YWCA Canberra is a registered community housing provider and has been managing housing and homelessness services for families since 1996. YWCA Canberra manages a range of housing and homelessness tenancies across the housing continuum from crisis, short-medium supportive housing to affordable housing with properties we own and others we manage on behalf of the ACT Government or private property owners through our Rentwell program. YWCA Canberra also provides wrap-around integrated gender and trauma informed specialist (older women, single men, refugee and asylum seeker, families in all their diversity, domestic and family violence and child focus) case management, tenancy management, outreach support, advocacy and support for accompanying children and young people, information and referrals to ensure everyone accessing our housing, homelessness and DV services get the support to sustain a tenancy, plan for their safety, set goals and achieve their housing exit points most suitable for them.</p> <p>The YWCA Canberra Tenancy Support Worker will work collaboratively with three other tenancy workers and will operate with the highest integrity and is responsible for all aspects of tenancy management, utilising trauma informed approaches to :</p> <ul style="list-style-type: none"><li>• Sign up new occupants</li><li>• Organise and oversee maintenance of properties</li><li>• Manage rent payments and arrears</li><li>• Complete property inspections</li><li>• Identify and address property damage</li><li>• Undertake Document and records management and report writing</li></ul>

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The Tenancy Support Worker works within regulatory and compliance frameworks - The National Regulatory Framework for Community Housing, the Residential Tenancies Act (1997) and the ACT Civil and Administrative Tribunal.

The Tenancy Support Worker will work closely with other Housing, Homelessness and Domestic Violence staff to ensure the provision of exceptional gender and trauma informed customer service and achievement of program objectives. The Tenancy Support Worker will also work collaboratively with other YWCA Canberra specialist community services and corporate services staff.

## Responsibilities

Provide exceptional client-focused, professional and respectful tenancy management services to YWCA Canberra crisis, transitional and affordable housing clients, including but not limited to:

### Tenancy Management:

- Manage tenancy intake, sign-up and exit processes
- Identify any tenancy related issues early and work with Family Case Workers to ensure that tenants are notified and supported to resolve these in a timely manner
- Manage tenancy endorsement process
- Provide tenancy support to tenants in affordable housing properties including house meetings and complaints as they arise and discuss any additional tenant support services as required in support of sustaining a tenancy
- Support tenants with Housing ACT applications

### Management of rent payments:

- Manage rent payments and monitor and effectively manage rent arrears for a portfolio of crisis, transitional and affordable housing.
- Conduct regular rent reviews, oversee rent summaries and maintenance payments
- Identify and report any rental arrears, maintenance requirements and/or damage to properties to the supervisor and make recommendations on actions to address these
- Undertake required reporting for Community Housing Registration

### Property Management:

- Conduct biannual property inspections
- Oversee and organise property maintenance
- Manage breaches on tenancy effectively with sensitivity consistent with ACAT and trauma informed approaches
- Manage preparation of properties for occupation
- Maintain key register
- Communicate with Family Case Workers and other relevant staff around property issues to support Tenants

## Duties

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	<ul style="list-style-type: none"> <li>• Ensure utilities and/or strata and rates invoices are checked, sent for processing by the Accounts team and allocated to the correct program budget</li> <li>• Undertake monthly utilities review for the share houses and ensure accurate fortnightly proportion charged to each resident</li> <li>• Manage and schedule planned maintenance for owned property assets</li> </ul> <p><b>Reporting, Administration, Collaborative Practice and Representation:</b></p> <ul style="list-style-type: none"> <li>• Maintain up to date knowledge of current property management service provision relevant to the Community Housing sector</li> <li>• Proactively adhere to all quality (QIC) and housing standards, regulations and program guidelines including reporting requirements</li> <li>• Provide accurate and timely client notes and communication to tenants</li> <li>• Participate in the implementation of service user evaluations, and</li> <li>• Work within a reflective practice and continuous improvement philosophy</li> <li>• Develop and update appropriate information sheets for clients</li> <li>• Provide input on policy and procedure development and ensure policy and procedures are followed</li> <li>• Attend relevant sector meetings and provide feedback to team members, including staff in the HSU, Community Services Portfolio and other YWCA Canberra staff as appropriate</li> <li>• Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work</li> <li>• Participate in the development of a personal work and professional development plan and engage in professional development as required</li> <li>• Actively participate in regular supervision, performance appraisals/ management</li> <li>• Seek and maintain links with other programs of the Community Services Portfolio and with other parts of the work of YWCA Canberra</li> </ul> <p><b>Other duties as required.</b></p>
In relation to YWCA Canberra	<ul style="list-style-type: none"> <li>• Read, understand and uphold organisational policies and procedures work in a manner that aligns with the YWCA Canberra's values and ethics. This includes operating with honesty and integrity, demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other activities as directed by your manager</li> <li>• Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.</li> </ul>

Selection Criteria	
Qualifications	<ul style="list-style-type: none"> <li>• Qualifications relevant to Community Services and/or experience in the Community Sector</li> <li>• Real Estate/Property Management qualifications are desired;</li> </ul>

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<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Tenancy/Property Management experience</li> <li>• Experience working within the ACT Tenancies ACT 1997 and the ACT Civil and Administrative Tribunal (ACAT)</li> <li>• Experience working effectively with vulnerable and disadvantaged people</li> <li>• Experience or demonstrated understanding of the issues facing low income Canberrans</li> <li>• Experience and/or the ability to work competently within a strengths-based, gender and trauma informed framework with women, including older women and those that are non-binary, female identifying, from diverse backgrounds including Aboriginal, Torres Strait Islander, culturally and linguistically diverse backgrounds and LGBTQI</li> <li>• Collaborative professional practice</li> </ul>						
<b>Capabilities and Behaviours</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills including written skills</li> <li>• Strong financial management skills</li> <li>• Commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision</li> <li>• Ability to prioritise workloads and meet internal and external deadlines</li> <li>• Proactive "self-starter" approach to work with the ability to use initiative</li> <li>• Operate ethically, professionally and with integrity at all times</li> <li>• Ability to execute sound judgement and adhere to professional boundaries</li> <li>• Commitment to reflective practice and continuous development and improvement</li> <li>• Demonstrated skills and experience in the effective use of property management systems</li> <li>• Demonstrated skills in the use of Microsoft Office and reporting through data base collection systems.</li> </ul>						
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to work within the philosophy of YWCA Canberra</li> <li>• Current full driver's license</li> <li>• A current Working with Vulnerable People Registration</li> <li>• Australian Citizenship or suitable rights to work in Australia</li> </ul>						
<b>Authorisation</b>							
<b>Acknowledgement by Incumbent</b>	<table border="1"> <tr> <td data-bbox="515 1503 1046 1601"> Signature: </td><td data-bbox="1046 1503 1161 1601"> Date </td><td data-bbox="1161 1503 1481 1601"> Click here to enter a date. </td></tr> <tr> <td data-bbox="515 1601 1046 1657"> Name: </td><td data-bbox="1046 1601 1161 1657"></td><td data-bbox="1161 1601 1481 1657"></td></tr> </table>	Signature:	Date	Click here to enter a date.	Name:		
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<b>Executive Director</b>	<table border="1"> <tr> <td data-bbox="515 1657 1046 1756"> Signature: </td><td data-bbox="1046 1657 1161 1756"> Date </td><td data-bbox="1161 1657 1481 1756"> Click here to enter a date. </td></tr> <tr> <td data-bbox="515 1756 1046 1798"> Name: </td><td data-bbox="1046 1756 1161 1798"></td><td data-bbox="1161 1756 1481 1798"></td></tr> </table>	Signature:	Date	Click here to enter a date.	Name:		
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