

Position Description



YWCA CANBERRA

Position Information	
Position	Supportive Tenancy Officer
Date approved	June 2024
Program	Housing Support Unit (Families and Pathways Programs)
Supervisor	Director Housing and Homelessness
Location	Central Office
Hours of work	38 hours per week
Salary	Grade 3 Level 3 of YWCA Canberra Enterprise Agreement

General Conditions of Employment

- YWCA Canberra Enterprise Agreement 2023 - 2027
- Appointment is subject to obtaining a satisfactory Working With Vulnerable People check at own cost
- Appointment is subject to satisfactory National Police Check within the last 3 months.
- Appointment is subject to satisfactory working rights in Australia
- All YWCA Canberra policies and procedures will apply
- Subject to a 6-month probation period

Position Statement

YWCA Canberra is a registered community housing provider and has been managing housing and homelessness services for families since 1996. The Housing Support Unit (HSU) also provides supported accommodation services on behalf of the ACT Government. The housing portfolio currently encompasses:

- Affordable housing - providing affordable housing for older women in the Canberra community
- Transitional housing - providing supported accommodation for women and their families who are at risk of homelessness
- Outreach Support to single women as well as to women and their families who are homeless or at risk of homelessness
- Next Door program for older women at risk of, or experiencing homelessness
- Pathways Program for people with uncertain visa status experiencing homelessness, in partnership with Companion House
- Supportive Tenancy Service - working in partnership with Woden and Capital Region Community Services to support ACT residents whose housing is at risk, to maintain a safe and stable home
- Tenant Support Services at Common Ground Dickson

YWCA Canberra also operates Rentwell, a not for profit property management service, which offers an innovative solution to the lack of affordable housing in Canberra, with older women and women with children the priority. YWCA Canberra has also recently expanded its affordable property portfolio with its Y-Homes development. Housing Support Unit

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The YWCA Canberra Tenancy Support Worker will work alongside another Tenancy Support Worker and the two Rentwell Property Managers, operating with the highest levels of integrity and is responsible for all aspects of tenancy management, including:

- Signing up new occupants
- Organising and overseeing maintenance of properties
- Managing rent payments and arrears
- Completing property inspections
- Identifying and addressing property damage
- Document and records management including collation of documents for ACAT
- Managing utilities and brokerage budgets for tenancy essentials for people with no income in the Pathways program

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 Workers will work closely with the HSU Manager, Families and Pathways Team Leader, Next Door Team Leader, Family Case Managers and the Pathways Coordinator to ensure the provision of exceptional gender and trauma informed customer service and achievement of program objectives. The Tenancy Support Workers will also work collaboratively with other YWCA Canberra specialist community services and corporate services staff. The Tenancy Support Workers will develop productive working relationships with Companion House staff to ensure the smooth operations of the Pathways program, early identification of issues and contribute to solutions for this vulnerable group of asylum seekers/people with uncertain visa status.

Responsibilities

Provide exceptional client-focused, professional and respectful tenancy management services to YWCA Canberra transitional housing 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 Managers and Pathways Coordinator 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 client support needs with the Director Housing and Homelessness, Families and Pathways Team Leader, Next Door Team Leader and Pathways Coordinator as relevant
- Support tenants with Housing ACT applications

Management of rent payments:

- Working alongside the other Tenancy Support Worker, manage rent payments and monitor and effectively manage rent arrears for the Housing Unit; currently consisting of 33 families transitional housing properties, 23 Pathways transitional housing/shared properties, 3 Y-Homes DV crisis units, 4

Duties

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affordable housing properties (including 2 share houses)

- 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 Director Housing and Homelessness and make recommendations on actions to address these
- Undertake required reporting for NRSCH and ACAT

Property Management:

- Conduct biannual property inspections
- Oversee and organize property maintenance
- Manage breaches on tenancy effectively with sensitivity
- Manage preparation of properties for occupation
- Maintain key register
- Communicate with Family Case Workers, Pathways Coordinator and Companion House staff around property issues as relevant to support Tenants
- Ensure utilities and/or strata and rates invoices are checked, sent for processing by the Accounts team and allocated to the correct program budget
- Undertake six monthly utilities review for the share houses and ensure accurate fortnightly proportion charged to each resident
- Carefully manage the utilities accounts and brokerage balances for Pathways clients, providing education and support and seeking philanthropic and grant funding as appropriate
- Manage and schedule planned maintenance for owned property assets

Reporting, Administration, Collaborative Practice and Representation:

- Maintain up to date knowledge of current property management service provision relevant to the Community Housing sector
- Proactively adhere to all quality (QIC) and housing standards, regulations and program guidelines including reporting requirements
- Provide accurate and timely client notes and communication to tenants
- Participate in the implementation of service user evaluations, and
- Work within a reflective practice and continuous improvement philosophy
- Develop and update appropriate information sheets for clients
- Provide input on policy and procedure development and ensure policy and procedures are followed
- 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
- Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work
- Participate in the development of a personal work and professional development plan and engage in professional development as required
- Actively participate in regular supervision, performance appraisals/ management

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	<ul style="list-style-type: none"> Seek and maintain links with other programs of the Community Services Portfolio and with other parts of the work of YWCA Canberra <p>Other duties as required.</p>
In relation to YWCA Canberra	<ul style="list-style-type: none"> 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 Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.

Selection Criteria	
Qualifications	<ul style="list-style-type: none"> Qualifications relevant to Community Services and/or experience in the Community Sector Real Estate/Property Management experience/qualifications are desired;
Knowledge and Experience	<ul style="list-style-type: none"> Tenancy/Property Management experience Experience working within the ACT Tenancies ACT 1997 and the ACT Civil and Administrative Tribunal (ACAT) Experience working effectively with vulnerable and disadvantaged people Experience or demonstrated understanding of the issues facing low income Canberrans 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 Collaborative professional practice
Capabilities and Behaviours	<ul style="list-style-type: none"> Excellent interpersonal and communication skills including written skills Strong financial management skills Commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision Ability to prioritise workloads and meet internal and external deadlines Proactive "self-starter" approach to work with the ability to use initiative Operate ethically, professionally and with integrity at all times Ability to execute sound judgement and adhere to professional boundaries Commitment to reflective practice and continuous development and improvement Demonstrated skills and experience in the effective use of property management systems

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	<ul style="list-style-type: none"> • Demonstrated skills in the use of Microsoft Office and reporting through data base collection systems. 		
Other Requirements	<ul style="list-style-type: none"> • Ability to work within the philosophy of YWCA Canberra • Current full driver's license • A current Working with Vulnerable People Registration • Australian Citizenship or suitable rights to work in Australia 		
Authorisation			
Acknowledgement by Incumbent	Signature:	Date	Click here to enter a date.
	Name:		
Executive Director	Signature:	Date	Click here to enter a date.
	Name:		

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