

# Position Description



YWCA CANBERRA

Position Information	
Position	Rentwell Program Manager
Date approved	March 2026
Program	Rentwell
Supervisor	Manager Homelessness and Housing
Location	Central Office
Hours of work	30 to 38 hours per week
Salary	Grade 5 Level 1 of YWCA Canberra Enterprise Agreement 2023 - 2027

## General Conditions of Employment

- YWCA Canberra Enterprise Agreement 2023 -2027.
- Appointment is subject to obtaining and maintaining a satisfactory Working with Vulnerable People check (at own cost).
- Appointment is subject to maintaining satisfactory working rights in Australia.
- All YWCA Canberra policies and procedures will apply.
- Subject to a 6-month probation period.

## Position Statement

The Rentwell program is a flagship program of YWCA Canberra, established in 2019 to provide housing at 74.9% of market rent to Canberrans on moderate incomes in response to the rising cost of private rental accommodation and the difficulty middle income earners had in gaining access to safe secure and affordable housing.

The Rentwell Program Manager plays a pivotal role in delivering high quality tenancy and property management of YWCA Canberra's not for profit affordable rental service within regulatory and compliance frameworks – The National Regulatory Framework for Community Housing, the Residential Tenancies Act (1997), the ACT Civil and Administrative Tribunal, ATO and ACT Government Land Tax Exemption Scheme. The role is responsible for program leadership, management of a small team, stakeholder relationships, business development and improving customer satisfaction and Rentwell's reputation and impact.

YWCA Canberra is a registered community housing provider (Tier 2) 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 a range of accommodation options across the housing continuum from crisis accommodation for women with children experiencing DV, transitional accommodation to affordable housing and includes an expanding portfolio of properties that we own and rent to eligible people needing affordable housing.

The Rentwell Program Manager will report directly to the Manager Homelessness and Housing and will oversee the day-to-day operations of Rentwell as well as provide direction and line management to the Rentwell property manager, administration staff and meet all customer service and reporting requirements for the program.

<b>Form:</b> Rentwell Program Manager	<b>Review Date:</b> March 2027
<b>Steward:</b> Human Resources	<b>Approved By:</b> Chief Executive Officer

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The Rentwell Program Manager will oversee the provision of exceptional customer service and achievement of program objectives. This team is part of the larger Housing Support Unit and will also work collaboratively with other YWCA Canberra specialist community services and corporate services staff.

The Rentwell Program Manager will be responsible for directly growing the number of properties under management and to enhance service delivery and administration.

## Responsibilities

<p>Client work</p>	<p>The Rentwell Program Manager will oversee and provide direction and advice to the Rentwell team in relation to the provision of exceptional client and relationship focussed property management services to all stakeholders, including property owners and tenants.</p> <p>They will work from a strengths-based, gender and trauma-informed practice framework and will additionally hold a case load including the following responsibilities:</p> <ul style="list-style-type: none"> <li>• identification of potential eligible properties;</li> <li>• assessing the property owner’s eligibility for the service (including potential land tax exemptions);</li> <li>• property inspections;</li> <li>• marketing of the property;</li> <li>• managing repairs and maintenance;</li> <li>• identification of tenants;</li> <li>• assessing tenant eligibility for the affordable housing according to regulated income levels;</li> <li>• management of arrears;</li> <li>• identification of additional support needs and appropriate internal and external referrals;</li> <li>• administration and data entry; and</li> <li>• regular communication with property owners and tenants</li> <li>• process all invoices and payments to suppliers and owners</li> <li>• Work closely with Government agencies on special projects as required</li> </ul> <p>The Rentwell Program Manager will be responsible for stakeholder relationships, resolution of complaints and business development.</p>
<p>Service design and implementation</p>	<ul style="list-style-type: none"> <li>• Work closely with the Manager Homelessness and Housing, Chief Operating Officer and Finance and Communications Team to ensure high quality smooth operations, program growth and continuous improvement including program documentation, service policies, procedures, information forms, promotional material and reports.</li> </ul> <p>Under the broad direction of the Manager Homelessness and Housing:</p> <ul style="list-style-type: none"> <li>• Consult widely with a diverse range of stakeholders and partners to promote the service effectively to eligible property owners, tenants and clients</li> <li>• Develop appropriate information sheets for clients and potential referrers; and assist with recruitment and induction of two service staff;</li> <li>• Provide expertise and make recommendations on the selection and implementation of digital system improvements;</li> </ul>

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YWCA CANBERRA

	<ul style="list-style-type: none"> <li>• Meet with property owners and increase the number of properties under management</li> <li>• Achievement of the outcomes and outputs of the YWCA's contracts with various funding bodies through relevant planning, data collection, implementation and evaluation strategies.</li> </ul>
Collaborative practice	<ul style="list-style-type: none"> <li>• Work collaboratively with the Manager Homelessness and Housing and Chief Operating Officer to ensure the provision of exceptional customer service and achievement of program objectives within the larger Housing Support Unit</li> <li>• Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate.</li> <li>• Work closely with strategic partners – CHC, Care Financial, First Canberra REIACT and ACT Government and other service providers and agencies to improve access and service delivery to meet the needs of service users</li> <li>• Work collaboratively with other YWCA Canberra specialist community services and corporate services staff, particularly Finance to ensure rental arrears are managed closely and correct statements sent to property owners in a timely manner</li> <li>• Work closely with the YWCA Canberra Executive to actively grow the Rentwell Program and continually improve service delivery and its reputation with property owners and in the wider community</li> <li>• Promote suitable clients for Rentwell properties as appropriate</li> <li>• Maintain up to date knowledge of current property management service provision, relevant research and sector development</li> </ul>
Team work and professional development	<ul style="list-style-type: none"> <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 professional development plan and engage in professional development as required</li> <li>• Actively participate in regular supervision, performance appraisals/ management</li> <li>• Provide supervision and support to the Rentwell team</li> <li>• Participate in the implementation of service user evaluations, and</li> <li>• Work within a reflective practice and continuous improvement philosophy.</li> </ul>
Administrative tasks	<ul style="list-style-type: none"> <li>• Proactively adhere to all quality (QIC) and housing standards, regulations and program guidelines</li> <li>• Provide accurate and timely proactive communication to property owners, tenants</li> <li>• Manage all rental income, arrears, expenditure, maintenance and repairs in consultation with the Manager Homelessness and Housing, Chief Operating Officer and Finance as required, including timely communication to property owners and required HSU reporting</li> <li>• Make assessments and recommendations to Manager Homelessness and Housing and Chief Operating Officer regarding client rent</li> <li>• Complete all reports accurately and on time and meet all contractual reporting and administrative tasks (including meeting ACT Government, ATO, Community Housing, Snow Foundation, Beyond Bank, Annual reporting requirements including developing case studies)</li> <li>• Preparation of banking and payments to property owners</li> </ul>

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YWCA CANBERRA

<p>In relation to YWCA Canberra</p>	<ul style="list-style-type: none"> <li>• Read, understand and uphold organisational policies and procedures</li> <li>• 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</li> <li>• Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.</li> </ul>
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<b>Selection Criteria</b>
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<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Qualifications relevant to Real Estate/Property Management are desired; as are qualifications in Community Services and Management.</li> </ul>
<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• Local ACT Property Management experience</li> <li>• Stakeholder Engagement and Relationship experience</li> <li>• Business Development experience</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>• Experience of using Property Tree (or similar system)</li> <li>• Demonstrated understanding of human resources management and experience in the supervision and support of staff including development of workplans, personal development plans and performance management systems and achievement of individual and team KPIs</li> </ul>
<p><b>Capabilities and Behaviours</b></p>	<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> <li>• Strong skills in strategic thinking, including strong research and policy skills and an ability to be flexible and adaptable.</li> </ul>

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YWCA CANBERRA

<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>
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<b>Authorisation</b>
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<b>Acknowledgement by Incumbent</b>	Signature:	<b>Date</b>	Click here to enter a date.
	Name:		
<b>Chief Operating Officer</b>	Signature: 	<b>Date</b>	17-Mar-26
	Name: Cara Jacobs		

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