

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

HOUSING SERVICES COORDINATOR

Location: Port Macquarie
Reports to: State Operations Manager
Supervises: Housing Officer/s
CHL Capability Band: #2

Primary Purpose:	Lead the delivery of high quality tenancy and property management services for CHL.
Context:	This is an important role contributing to CHL's Vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote and adopt a balanced and positive approach to work.
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	Support and lead a team of Housing Officers to ensure sustainable long term tenancy and property management is delivered across the region. Main activities will include ~ <ol style="list-style-type: none"> 1. Ensuring compliance, government regulations/legislation, CHL guidelines and WHS requirements are understood by staff and are met 2. Liaising with other CHL teams, Government, and Support Agencies to ensure quality outcomes for customers 3. Effectively lead, mentor, manage and support housing staff including acting as a point of escalation for complex situations 4. Undertaking tenancy administration tasks alongside team including representing CHL at tribunal/court 5. Provide accurate and timely reports on relevant business activities 6. Manage any expansion of housing services 7. Additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Comprehensive knowledge of relevant legislation • Understanding of the community, social and/or public housing sectors • Networks within current or potential partner organisations • Experience managing staff including remote staff • Current Driver's Licence • Satisfactory Police and Working With Children's Checks
Key Capabilities:	<p>Client Focus - Provides leadership and focuses team on client outcomes. Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p>Achieves Results – Monitors work progress and manages priorities with a commitment to achieving quality outcomes</p> <p>Resilience – Role models responding to day to day problems and achieving work outcomes in a positive way</p> <p>Transition & Change – Actively participates in and engages with business improvements/changes</p> <p>Leadership – Actively manages staff performance, addresses and resolves team and individual performance issues</p> <p>Nurtures Relationships - Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations</p> <p>Integrity - Understands and models CHL's social, ethical and organisational standards and responsibilities in all interactions</p> <p>Financial Management - Effectively manages relevant financial processes and reporting. Is aware of and understands financial delegations and processes</p>