

POSITION DESCRIPTION

SENIOR TENANCY SUPPORT COORDINATOR

Location: Mowbray

Reports to: Housing Services Coordinator

Supervises: Nil

CHL Capability Band: #1



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

Primary Purpose:	Early identification of housing stress and development of plans for customers to be suitably housed and prevent primary and secondary homelessness in collaboration with internal stakeholders and external support agencies
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 in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination
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:	<p>At all times considering relevant legislation, regulations, compliance requirements and organisational policies and procedures, provide high quality case coordination by ~</p> <ol style="list-style-type: none"> 1. Assisting customers with information, advocacy and referrals 2. Coordinating and facilitating customer access to identified support services and to social and economic opportunities 3. Providing advice to customers on specific areas of expertise where applicable 4. Maintaining accurate records in all required systems 5. Providing additional appropriate support to wider CHL team and organisation 6. Assist and provide advice to CHL team members on strategies and support mechanisms to deal with tenancy challenges 7. Develop and maintain tenancy plans with customers to track and work towards co-designed outcomes 8. Ensuring compliance, government regulations/legislation, CHL guidelines and WHS requirements are understood by staff and are met 9. Liaising with relevant CHL departments, Government, and Support Agencies to ensure quality outcomes for customers 10. Contributing to manager's reporting, monitoring and compliance requirements 11. Assisting with support, training and mentoring to new and existing staff
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Demonstrated knowledge and understanding of the support service sector • Commitment to the right of every person to good quality housing • Qualifications and/or experience in a human services framework for people who are vulnerable and/or experiencing social disadvantage • Sound knowledge of developing and maintaining tenancy plans, incorporating support from external sources, with customers to achieve improvements • Experience in reporting outcomes against contractual frameworks • Knowledge and understanding of the community and public housing sectors • Current Driver's Licence • Minimum 2 years' experience in a similar role • Satisfactory Police and Working with Children checks
Key Capabilities:	<p>Client Focus – Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p>Embraces Diversity - Effectively engages people from diverse backgrounds in the workplace and community</p> <p>Technology - Uses technology and software applications effectively in accordance with task requirements</p> <p>Resilience – Achieves work objectives, even in difficult circumstances, whilst remaining positive and calm</p> <p>Advocacy - Advocates for clients to advance their interests in line with CHL's objectives</p> <p>Self-Awareness – Seeks feedback from others, understands areas of strengths and weakness. Understands impact of self on others</p> <p>Teamwork – Openly shares information, participates and contributes to team discussions and goals</p> <p>Nurtures Relationships – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations</p> <p>Integrity - Observes CHL standards of behaviour and seeks assistance with ethical dilemmas</p> <p>Probity – Adopts a principled approach, adhering to CHL's policies and procedures</p>