

# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Housing Services and System Administrator
<b>REPORTING TO</b>	Housing Services and System Manager
<b>DEPARTMENT</b>	Property & Housing
<b>CLASSIFICATION</b>	SCHADS Level 3

## THE ROLE

This role is an integral part of the YWCA Housing team, providing high quality administration, including processes and procedures, referrals and allocations, and system administration.

## KEY RESPONSIBILITIES

### Resident Management

- Manage the resident referral, allocation and assessment process
- Undertake assessment of eligibility for property allocations
- Review and develop referral and allocation procedures, forms, and resident documentation to provide a supportive and high-quality service
- Complete property condition reports to ensure up-to-date records are maintained

### Engagement

- Communicate with internal and external stakeholders in maintaining effective housing operations
- Establish, build, and maintain external networks to improve service delivery and enhance collaborative working relationships with service providers, other community service agencies and stakeholders

### Service System and Administration

- Contribute to the development and review of housing system and operation manuals
- Support team members practice through training and coaching
- Support the Housing Service and Systems Manager in the implementation of systems and practice
- Update Housing policies and procedures as required
- Ensure general program and reporting administration requirements are met
- Other tasks as assigned

## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Qualifications and /or demonstrated knowledge and experience in office operations management and support
- An awareness, understanding, and sensitivity to homelessness issues and the ability and experience to communicate with a diversity of people from various cultures
- Understanding of office accounting and financial procedures
- High level of computer literacy including Outlook, word processing, spread sheets and databases
- Highly developed verbal and written communication skills
- A valid state-based working with children or working with vulnerable people check
- YWCA Housing Employees in VIC must follow the relevant policies relating to family violence and information sharing under the Multi Agency Risk Assessment and Management (MARAM) Framework

# POSITION DESCRIPTION



At YWCA Australia, we live our values every day

