

POSITION DESCRIPTION



POSITION TITLE	Housing Services and Systems Administrator
REPORTING TO	Housing Service and Systems Manager
DEPARTMENT	Property & Housing
CLASSIFICATION	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 room set ups and property condition reports to ensure up-to-date records are maintained (this may include travel - regional and interstate overnights)

Engagement

- Communicate with internal and external stakeholders to maintain 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 Systems and Administration

- Contribute to the development and review of housing systems and operation manuals
- Provide team members support and guidance to users to ensure effective use of the system and facilitate resolve of any technical issues with IT support
- Carrying out systems administrative activities as required including system maintenance, system testing, data check, onboarding team members to the system and users management
- 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, excel and databases
- Proficient in the use of Property, Housing or Tenancy Management systems, Dynamics 365 or other similar CRM systems is desirable
- Highly developed verbal and written communication skills
- A valid state-based working with children or working with vulnerable people check
- Valid state-based drivers licence

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