

# POSITION DESCRIPTION



<b>POSITION TITLE</b>	Community Engagement Coordinator
<b>REPORTING TO</b>	Housing Operations Manager
<b>DEPARTMENT</b>	Property and Housing – Housing Operations
<b>AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>DIRECT REPORT(S)</b>	Case Manager, Women's Housing Support Programs
<b>CLASSIFICATION</b>	Social and Community Level 5

## THE ROLE

The Community Engagement Coordinator will plan, organise, and deliver community development programs, tenant engagement initiatives, activities, and events with the goal of creating a thriving, connected community. The role supports the coordination of engagement initiatives to develop and nurture relationships with the residents we house, and to collaborate with external support services to provide a holistic tenancy-engagement approach.

The Community Engagement Coordinator leads the program with support of a Case Manager who is responsible for delivering strengths-based case management and tenancy support.

## KEY RESPONSIBILITIES

### Duties

#### *Program Development and Operations*

- Coordinate the development, implementation and measurement of allocation and tenancy establishment in partnership South Australian Housing Trust (SAHT) to create safe, connected communities.
- Design, document, and standardise processes; develop program and operational procedures; monitor and review to ensure ongoing efficiency, effectiveness, and compliance.
- Deliver community development programs and tenant engagement activities and events
- Oversee the Affordable Housing program and other funded programs.
- Operate within approved budget and delegated authority, including reconciliation and contractual reporting requirements.
- SAHT reporting including impact and outcome reporting
- Monitor and report issues or changes affecting tenant engagement and community support and assist in implementing activities that promote successful tenancies.

#### *Stakeholder & Community Engagement*

- Build collaborative relationships with stakeholders to support delivery of successful programs that improve tenancy outcomes and strengthen communities.
- Proactively build and maintain positive relationships with team members, tenants, community service organisations, and support agencies to link tenants with services to sustain tenancies.

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- Liaise with service and housing providers to support positive client outcomes, including social connection, wellbeing and employment related services.
- Facilitate residents' access to community activities and resources that promote connection and enhance overall wellbeing.
- Plan, co-ordinate and deliver community events, in compliance with safety regulations, including conducting risk assessments for employees, participants, and the broader community.
- Implement mechanisms to communicate two-way feedback with tenants and the local community.
- Undertake other duties as delegated, consistent with the role's level of responsibility.

## Leadership

- Coach, mentor and lead our people to achieve our vision and strategic goals through building capability, organisational awareness, and promotion of our values
- Act as a point of escalation for complex situations
- Promote a culture of continuous quality improvement in the delivery of housing service to tenants and other stakeholders
- Manage, contribute to, and promote safe and inclusive work practices consistent with our policies and WH&S legislation to support a safe environment for all.

## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Degree in Social Work, Community Development, Human Services, or a related field (or equivalent experience).
- Relevant experience in social services, community support, housing assistance, or a similar field.
- Understanding of community services and housing support practices, including knowledge of relevant procedures and referral pathways.
- Strong communication skills, both verbal and written, with the ability to engage respectfully with clients and stakeholders.
- Ability to work collaboratively with service providers, community organisations, and government agencies to support client outcomes.
- Awareness of cultural diversity and sensitivity to the needs of people experiencing housing stress, people with disability, and individuals from varied backgrounds.
- Technical proficiency in Microsoft Office and client management systems, with experience in data collection, analysis and in report writing.
- Experience working within a Not-for-Profit environment is highly desirable.

## ROLE REQUIREMENTS

Please note that this role requires the team member to hold, or be willing to obtain, the following:

- A valid National Police Check
- A state-based Working with Children Check
- A current Driver's Licence
- Completion of a medical declaration

At YWCA Australia, we live our values every day



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