

Position Description

Position Details:

Position Title:	Housing Coordinator
Reports To:	Manager – Tenancy and Property Services
Agreement:	Community and Residential Services Enterprise Agreement, Level 6
Group:	Churches of Christ Housing Services Limited
Team:	Housing Programs
Staff Responsibility:	Direct: Assistant Housing Officer/s Housing Officer/s Business Support Officers/
Approval Date:	29 January 2018

Organisation Overview:

Churches of Christ has been an active part of the community for more than 130 years. We have a significant presence in Queensland and Victoria with over 200 services in more than 100 communities. Thanks to the support of over 3,800 staff and 1,000 volunteers, we positively impact tens of thousands of lives each year.

We operate a range of missional and community care services to assist families, the elderly and people in the areas of early childhood care; children, youth and family services; community housing; retirement living; home care; and residential aged care services. We provide Christ-inspired care and compassion to vulnerable people at different stages of their life journey. Visit cofc.com.au to learn more about us.

Position Overview:

The Housing Coordinator is responsible for working collaboratively as part of the Housing Programs team to support the organisation.

The Housing Coordinator contributes as an integral member of the Churches of Christ Housing Services Limited group and supports activities aligned with the strategic direction of and consistent with the mission and values of Churches of Christ.

Position Responsibilities:

1. Supervise and support operational staff in the delivery of services including the management of; housing allocations, eligibility, anti-social behaviour, rent, referral advice in accordance with the Service's Client Service Charter and the Residential Tenancies and Rooming Accommodation Act 2008.
2. Minimise rental loss and property damage; maintain required standards with effective and timely maintenance of properties; optimise cost recovery for rechargeable repairs; and work with asset management staff to ensure required standards are met and public perceptions are maintained.
3. Promote, encourage and facilitate tenant participation; promote feedback and complaints processes and record and report on activities.
4. Monitor and assess the appropriateness of housing stock to ensure program requirements and client needs are met.

5. Monitor, review and report on tenancy management activities and trends including the changing needs of clients.
6. Report on the coordination of services, resourcing, activities, outcomes, issues, incidents and contacts at the regional office.

Organisational Accountabilities:

Leadership

1. Provide leadership of the team within area of responsibility; facilitate achievement of organisational strategies and delivery of high-quality services.
2. Responsibility for all aspects of workforce management of paid employees, volunteers and work-place experience students within area of responsibility.
3. Ensure associated legislative and external reporting requirements are met.
4. Shape the culture and morale of the workforce within area of responsibility and ensure a culture consistent with the organisation's mission and values.

General

5. Work with the relevant manager to ensure policies and procedures are communicated to and implemented by staff; provide advice, reports and recommendations on matters for which the role is responsible; provide advice, reports and recommendations on relevant matters.
6. Ensure financial targets in areas of responsibility are met; comply with acquittal and funding agreement requirements and ensure corrective action is implemented.
7. Deliver a high standard of client service to all stakeholders; contribute to review, assessment and evaluation of service delivery and promote best practice; achieve key performance indicators for service level agreements, risk management, budgets and savings targets.
8. Support the team/group business plans and work collaboratively with key stakeholders to achieve objectives and strategies.
9. Advance Churches of Christ's reputation in the community; support service integration by providing seamless provision of client-focused care and services.
10. Foster and promote a culture of zero harm in the workplace; ensure compliance with legislation and organisational policies and procedures; take reasonable care to ensure that actions and omissions do not impact on the health and safety of others.
11. Assist the role owner of the organisation's quality management system within area of responsibility to ensure content and documentation is current, effective and compliant with legislative and regulatory requirements; manage and coordinate system changes and encourage a commitment to quality standards and continuous improvement.

Mission Focus

12. Forward the mission and model the values of Churches of Christ in day-to-day work, including in all interactions with members, ministers, staff, and other stakeholders.

Key Selection Criteria:

SC1: Qualifications and Knowledge

Essential:

- Diploma in social housing or other equivalent community services qualification, from a recognised tertiary institution, or equivalent relevant experience commensurate with the role requirements.
- Demonstrated knowledge and understanding of the housing needs and issues of people on low incomes, those discriminated against or with specific needs, or who are homeless or at risk of homelessness.
- Current driver's licence.

SC2: Experience

Essential:

- Five years with demonstrated service coordination responsibilities.
- Demonstrated ability to prepare business documents including management reports, briefing papers and business cases.
- Demonstrated problem solving skills in the analysis of financial and or other performance data.

SC3: Technical Competence

- Intermediate computer skills with the ability to use Word, Excel, Outlook and PowerPoint.

SC4: Personal History Checks

- Possess a current National Police Certificate – or the ability to acquire.
- Possess Working with Children (Blue Card) – or the ability to acquire.

SC5: General

1. Proven leadership and management skills with the capacity to deliver results, support the team/group business plans, meet objectives and financial targets, inspire and motivate teams, and work across organisational boundaries to achieve shared goals.
2. Well-developed communication and interpersonal skills to engage with a range of internal and external stakeholders.
3. Well-developed problem solving, decision making and negotiation skills, and demonstrated ability to manage challenges of change and innovation.
4. Proven ability and willingness to support a culture of safety, legislative compliance, quality and continuous improvement.
5. An understanding of the principles and values of Christianity and a demonstrated commitment to the mission, vision and values of Churches of Christ.