

POSITION DESCRIPTION



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| POSITION TITLE | Housing Specialist |
| REPORTING TO | Team Leader, Housing Support Programs |
| DEPARTMENT | Service Delivery |
| AWARD | Social, Community, Home Care and Disability Services Industry Award 2010 |
| CLASSIFICATION | Social and Community Services Level 4 |

THE ROLE

The Housing Specialist plays a vital role in supporting individuals and families experiencing homelessness and domestic and family violence (DFV) by managing a small portfolio of transitional housing properties across our DFV and homelessness programs. The Housing Specialist is responsible for end-to-end tenancy and property management and requires collaboration with internal and external stakeholders to ensure safe, secure and sustainable housing outcomes.

KEY RESPONSIBILITIES

- Manage day-to-day tenancy matters across transitional housing and private rental properties from the coordination of new lease and accommodation agreements through to end-of-lease arrangements
- Conduct regular property inspections and home visits to ensure tenancy compliance and property upkeep
- Coordinate responsive and planned maintenance for YWCA-owned, NT Government, and privately leased properties
- Maintain accurate tenancy records, reports, and documentation in line with legislative, funder and organisational requirements
- Educate tenants on their rights and responsibilities, and ensure compliance with, the Residential Tenancies Act and YWCA accommodation agreements
- Support tenants to sustain their housing through proactive engagement and early intervention strategies and provide transition support into long term housing
- Contribute to the development and continuous improvement of tenancy procedures, accommodation agreement templates, and related documentation, drawing on practical knowledge and experience in tenancy management
- Build relationships and work collaboratively with internal and external stakeholders including Case Managers, real estate agents, landlords, contractors and other service providers to ensure trauma-informed and culturally safe tenancy support
- Other tasks as assigned

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Experience in community housing, real estate, or property management, with knowledge of tenancy practices and legislation
- Understanding of the Residential Tenancies Act or ability to acquire this knowledge quickly

Current at March 2026

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- Awareness of issues related to domestic and family violence and homelessness, with the ability to engage respectfully with diverse communities
- Strong interpersonal and communication skills, including the ability to manage conflict and mediate tenancy issues
- Proficiency in Microsoft Office and tenancy management systems or databases
- High-level organisational and administrative skills with attention to detail

ROLE REQUIREMENTS

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

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

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