

POSITION DESCRIPTION

Tenancy Sustainment Specialist

Reports to: State Operations Manager

Supervises: Nil

Primary Purpose:	The primary purpose of the Tenancy Sustainment Specialist role is to support renters, particularly those with complex or high needs, to maintain their tenancies. The role focuses on early intervention, engagement and coordination of supports to increase the likelihood of sustained tenancies and contribute to safe, cohesive and well-functioning communities.
Context:	This is a specialised role that directly contributes to CHL's vision of a world without housing poverty. This role is a champion for CHL's values, vision and goals and promotes and drives commitment to the organisation's strategic objectives. Staff at this level are expected to support staff health and wellbeing through effective work practices, promote a balanced and positive approach to work, and foster a workplace free from harassment and discrimination.
Work Health & Safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions.
Responsibilities:	Tenancy Sustainment and Early Intervention - Identify households at risk of tenancy breakdown (e.g. escalating arrears, complaints, property damage and other vulnerability indicators). - Planning and support - Identify support needs and address issues including but not limited to; living skills, welfare needs, interpersonal skills, health, education, budget education and employment options. - Work with referred renters to sustain complex tenancies by providing specialist advice on referral pathways for renters experiencing complexity including but not limited to mental health, domestic violence, hoarding and squalor. - Promote a strengths-based, trauma-informed approach to tenancy sustainment - Develop tenancy skills – work with community development team to proactively identify areas of focus for future events. - Promote independence- empower referred renters to develop the skills and confidence needed to sustain their tenancies independently and engage positively with their communities. Referral and Partnership Management - Identify and facilitate access to specialist support services (e.g. mental health, AOD, family violence, disability supports). - Provide support links – where required and refer renters to external support agencies. - Complex tenancy escalation point- act as an initial point of escalation for complex renters, where referred by CHL staff. - Minimise risk of tenancy breakdown for referred renters- take preventative action through support referrals, mediation and appropriate interventions. Stakeholder & Community Engagement - Liaise with internal teams and external agencies to ensure coordinated service delivery. - Advocate for renters to secure appropriate supports where required. - Work with local communities and residents to support acceptance and inclusion of tenants with complex needs - Build and maintain strong relationships with support providers and stakeholders - Contribute to improved service integration across the housing and support system Risk Management - Identify and respond to risks relating to tenant wellbeing, property, and community safety - Ensure compliance with safeguarding, privacy, and legislative requirements

	- Escalate concerns appropriately, including where children or vulnerable persons are at risk Service Delivery and Continuous Improvement - Deliver high-quality, customer-focused services aligned with organisational policy and legal obligations - Maintain accurate, up to date case records using internal systems, and contribute to performance reports and case reviews as required. - Contribute to service improvements and innovative responses to complex tenancy issues
Technical Skills, Experience & Qualifications:	- Relevant qualifications in Social Work or minimum of 3 years' experience in a similar - Proven experience working in a customer facing role with a complex, high needs cohort and in developing support/action plans. - Demonstrated ability to effectively communicate detailed information clearly and effectively with others using a range of techniques, adapting style to enhance impact and suit the needs of the customers, understanding their needs, often in emotional and sensitive situations. - Effective time management skills. Able to work effectively under pressure (with minimal supervision) and with competing priorities. - Experience Working with diverse groups of stakeholders. - Desire to be part of a values driven and community focussed organisation. - Commitment to the right of every person to good quality housing - Current Driver's Licence (essential) - Satisfactory Police, NDIS & Working With Children's Checks (essential)
Key Capabilities:	Continuous Improvement – Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary Strategic Thinking – Understands the work environment and contributes to the development of plans, strategies and team goals Self-Awareness – Critically analyses own performance and behaviour, their impact on others and seeks feedback to improve Teamwork – Builds cooperation and overcomes barriers to information sharing communication and collaboration Business & Political Acumen – Understands CHL's business cycle and the execution of strategic goals. Keeps up to date with legal, regulator, market and technological developments Nurtures Relationships – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations Integrity – Understands and models CHL's social, ethical and organisational standards and responsibilities in all interactions Professionalism & Accountability – Takes responsibility for own work tasks, utilises the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit