

JOB DESCRIPTION

Role:	Transition Coordinator
Reports To:	Engagement and Transition Manager
Type:	Full-time, ongoing
Remuneration:	\$ \$90,000 - \$100,000 plus superannuation

THE ROLE

ABOUT ENLIVEN HOUSING

Enliven Housing is a registered Specialist Disability Accommodation (SDA) provider who strives to provide innovative accommodation to the disability sector. We endeavour to provide the best SDA products in the market and currently have sites in Sydney, Melbourne, Canberra, and Adelaide with strong growth expectations supported by a pipeline of dwellings across Australia.

Enliven Housing is changing the way people with disability think about their housing options.

GENERAL OVERVIEW

As part of a collaborative 'hands on deck team' as a Transition Coordinator, you will make sure that comprehensive, sensitive, and efficient guidance and information is provided to our future tenants. You will have excellent communication skills and show a commitment to navigating the many steps and hurdles required to achieve a great housing outcome. This role can be based in either Melbourne or Sydney.

Standard office hours are required and from time to time there can be some tasks, travel or meetings that occur outside of normal business hours.

You will be willing to undertake the NDIS worker check which includes a Police check and four learning modules.

SPECIFIC DUTIES

Key duties of the role include:

- Assist with presentations of Enliven Housing model to the sector (webinar or face-to-face such as events, expos, and online forums).
- Assess applications for tenancy and engage with successful applicants
- Support Transition Planning with our fabulous future tenants, their support networks and our wonderful Support Providers.

- Attend meetings with the Onsite Support Providers in the lead up to project launch, providing updates on the progress of tenants and managing roadblocks.
- Take initial phone calls and enquiries as directed.
- Show properties as required virtually and in person.
- Engage our customers after a signed offer is received, including drafting personalised emails and taking their calls.
- Ensure that key meetings are arranged, allowing customers attend face to face meetings with the support provider and Enliven Community.
- Engage the internal teams at key project milestones, ensuring tasks are completed for a tenants move.

EDUCATION / EXPERIENCE

- Year twelve certificate of education (or equivalent).
- Undergraduate university degree in social work or business (highly desirable).
- Proven passion volunteering in the disability sector or community housing (desirable).
- NDIS certificate in Worker Orientation Model (4 units online free) is a requirement for you to complete if you are successful.

KNOWLEDGE AND SKILLS

- Experience in the disability sector (desirable)
- Excellent communication skills.
- Excellent interpersonal skills.
- Excellent customer service and relationship building skills with a strong 'can do' attitude.
- Strong commitment to learning, meeting deadlines and achieving results.
- Capacity to work consistently individually and as part of a team.
- Capacity to identify challenges and present solutions.
- Exceptional attention to detail and highly organised skills.
- Strong skills with Microsoft Office (Excel, Power Point and Word) and Adobe.
- Professional proficiency in English.

ATTRIBUTES

- **Communication** – Be open to receiving ideas from diverse viewpoints and able to communicate messages so that they are universally understood.
- **Presence** - Demonstrate composure and confidence.
- **Collaboration** - Build partnerships and work with others to meet shared objectives.
- **Innovation** – Move Enliven beyond traditional ways of thinking.
- **Adaptability** – Respond to changes willingly and recognize when to adjust based on the situation.

TRAVEL

Enliven Housing properties are mostly located close to public transport, but driving is a requirement for days you may need to visit multiple sites. You may need to travel interstate and to regional locations from time to time.

COMMITMENT TO DIVERSITY

As a company that strives to build a world where people unite and take action to create lasting change, Enliven Housing values diversity and celebrates the contributions of people of all backgrounds, regardless of their age, ethnicity, race, colour, abilities, religion, socioeconomic status, culture, sex, sexual orientation, and gender identity.