

POSITION DESCRIPTION

Position title:	Tenancy and Property Worker		
Program/Team:	Housing Services		
Employment type & hours	Permanent Part Time, 22.8 hours per week		
Employment Award	SCHADS Award 2010	Remuneration:	TPEO Level 4.1
Working from:	Winstanley Street, Carina	Last review of PD:	March 2018
Reporting relationships:	Reports to Housing and Tenancy Manager		
Qualifying period:	6 months		
Primary purpose of position:	This position provides day to day tenancy, property management and delivery of effective tenancy management practices for BYS managed properties.		
SELECTION CRITERIA - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of no more than four (4) pages.			
SELECTION CRITERIA	<ol style="list-style-type: none"> 1. An understanding of, and commitment to, BYS's vision and objectives and a demonstrated knowledge of youth homelessness. 2. Strong knowledge of tenancy legislation and regulations and property management, including exceptional skills around tenancy sustainment, arrears monitoring and inspections. 3. Demonstrated interpersonal skills with the ability to effectively communicate with a diverse range of young people face to face, via telephone and in writing. 4. Demonstrated organisational skills with the ability to work to deadlines and manage multiple demands. 5. Excellent computer skills and the ability to learn systems quickly – applicants with a sound knowledge of the Chintaro system will be highly regarded. 		
Education, Qualifications, References	<ul style="list-style-type: none"> • A tertiary qualification in Youth Work, Human Services, Social Work or similar or experience in similar. • Current driver's licence • Working with Children Suitability Card / Blue Card • Three relevant references, including current or most recent manager. 		
Skills and Experience:	<ul style="list-style-type: none"> • Ability to work effectively with young people and engage in difficult conversations to uphold young people's tenancies. • Ability to work independently exercising initiative and good judgement. • Interest and capacity to provide housing services to homeless or at-risk young people. • Experience within the specialist homelessness, affordable or community housing sectors and/or relevant qualifications will be highly regarded. 		
Attributes:	<ul style="list-style-type: none"> • Flexible, initiative, collaborative, inclusive, respectful, ethical, accountable. • Commitment to a learning culture and ongoing professional development. • A commitment to social justice, an understanding of housing affordability and the personal maturity necessary to work within the industry. 		
KEY RESULT AREAS - Role and responsibilities			
Service Delivery	<ul style="list-style-type: none"> • Communicate tenancy processes and procedures to young tenants to assist them understand and comply with their rights and responsibilities. • Provide effective property and tenancy management for BYS managed properties. 		

	<ul style="list-style-type: none"> • Work in partnership with other BYS staff to prevent and resolve any tenancy issues and ensure clients are assisted to sustain tenancies and BYS is not placed financially at risk. • Work collaboratively with other BYS staff to support young people to sustain their tenancy. • Ensure all BYS properties are kept to a standard that meets all tenancy laws and legislation and meet NRSCH standards. • Organise the preparation of rent arrears lists, liaise with tenants in arrears and take appropriate action to make payment arrangements with tenants • Prepare all documents relevant to BYS tenancies so they are consistent with current housing and tenancy laws and legislation. • Schedule and diarise regular routine inspections, follow up and maintenance. • Establish landlord, tenancy and property files for properties, prepare and forward letters to statutory bodies (where necessary) • Enter all relevant tenancy, property or landlord information into the property management computer software. • Where necessary, assist with entering daily transactions, banking or reconciliations. • Collect and maintain accurate client data, to contribute to monitoring, evaluation and reporting on program performance • Participate in both quantitative and qualitative data collection to support BYS continual quality improvement. • Participate in staff training and development activities as required
Service Operation and Development	<ul style="list-style-type: none"> • Develop and implement cost effective property management and responsive maintenance mechanisms to comply with health and safety standards. • Ensure that vacant properties are secure and meet a high standard of repair to protect against unauthorised access and occupancy. • Ensure compliance with service agreements and maintain mandatory reporting in collaboration with the Manager. • Undertake monitoring and evaluation to maintain and improve service provision and establish client outcomes.
People and Culture	<ul style="list-style-type: none"> • Attend supervision and service reviews with the Manager to monitor the service and performance. • Attend training and professional development opportunities to address learning needs. • Participate in service delivery planning and other meetings as required. • Promote integrity, ethical behaviour and a strong client focus. • Engage in sound internal and external communications including promotion of the service.
Administration	<ul style="list-style-type: none"> • Implement administration relating to the service, including accurate records, client files, correspondence and statistics. • Prepare reports as required. • Maintain accurate and timely record keeping and data collection. • Maintain mandatory reporting in collaboration with the Program Manager. • Implement relevant service standards to ensure quality service provision. • Undertake any other tasks as required.

This Position Description forms part of the performance management framework for the Tenancy and Property Worker position. As the successful applicant, you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
Managers Name:		Signature:		Date:	