



## Housing Worker Housing Services

### POSITION DESCRIPTION:

<b>Position Title:</b>	Housing Worker (Fixed-term Contract)
<b>Grading:</b>	SCHCADS Award – Qld TPEO - level 4, salary packaging options and flexible working arrangements available
<b>Responsible to:</b>	Housing Services Manager
<b>Location:</b>	Gympie
<b>Employment Status:</b>	Fixed-term Contract (4 <sup>th</sup> January 2022 to 7 <sup>th</sup> October 2022)
<b>Hours per week:</b>	30 (Tuesday – Friday 8:30am to 4:30pm)

### Purpose of the position:

The Housing Worker is responsible for the development, allocation and management of affordable and appropriate housing with a view to achieving positive and sustainable outcomes for eligible applicants.

### Areas of Responsibility Include:

- Tenancy Management (including support required to sustain tenancies)
- Property Management

### Operating Environment:

CAI is a Gympie-based community organisation delivering a range of housing and community services. CAI is a Tier 3 Registered Housing Provider and maintains registration under the National Regulatory System for Community Housing. In addition, we maintain certification under the Human Service Quality Standards. CAI has specialisations in Community Housing, Youth Homelessness; Domestic and Family Violence services; Financial Counselling; and, Multicultural Settlement services.

See Attached Document: Organisational Environment.

### Housing Services - Program Overview

Community Action - Housing Services provides transitional and long-term housing through the following programs:

1. **Community Rent Scheme** which provides transitional subsidised rental accommodation to persons on a low income who are in serious and immediate housing need.
2. **Long Term Housing Program** which provides affordable and secure housing as an alternative to Public Housing.
3. **Community Managed Studio Units** which provide medium/long term affordable housing to singles and couples.

4. **Same House Different Landlord Program** which provides transitional, supported housing to young people.
5. **Council Units Program** which provides long-term housing to aged pensioners in Imbil, Kandanga, Tin Can Bay, Kilkivan and Goomeri.
6. **Community Action Withey Street Units** which provides transitional housing to women and children escaping domestic and family violence.

### Reporting & Accountability

The Housing Worker is responsible to and reports directly to the Housing Services Manager. In view of the collaborative nature of the organisation, all staff members are also accountable to the General Manager, Operations Manager, board of management and the broader staff team.

### Duty Statement

#### 1. Working within the organisation:

No:	Specific Duties	Key Performance Indicators
1.1	Comply with Community Action's Code of Conduct and Policies and Procedures; and, remain conscious of and responsible for your own impact on your work environment and those around you.	Code of Conduct and Policies and Procedures are adhered to.
1.2	Foster workplace diversity, value individual differences and recognise the positive benefits that can be gained.	Feedback from team members and management.
1.3	Ensure sound knowledge of the purpose and desired outcomes of: the CAI Housing Service; Department of Housing & Public Works Community Housing Program Guidelines; and, statutory requirements.	Duties are carried out within program funding guidelines and within statutory guidelines.
1.4	Participate in the development of a safe and supportive working environment for all staff, including clear communication paths and consultative decision-making practices.	WHS policy and procedure are followed.  Staff communication policy and procedure are followed.
1.5	Participate in regular and ongoing consultation with staff and the Service Manager to discuss issues that may impact on work practices and professional development in relation to direct work with tenants and organisational practices.	Feedback from Manager and team members.
1.6	Participate in support systems within the organisation including staff meetings, team supervision, line supervision, staff appraisals, team	Meetings and supervision are attended.  Team development days are attended.

	development days and professional supervision.	
1.7	Assist in ensuring that the office environment is maintained in a clean, tidy and safe manner and that information and resources are relevant, up-to-date and available.	Office space is inviting & tidy with relevant resources available.  Staff member has a sound knowledge base of resources available.
1.8	Establish and maintain collaborative working relationships with all other Community Action program personnel.	Team member feedback.
1.9	Participate in continuous quality improvement by identifying opportunities for improvement to systems, processes and work practices.	Manager feedback
1.10	Other duties as required by the Manager.	Requests are carried out.

***2. Develop, implement and co-ordinate the mechanisms necessary to ensure that all property management functions are carried out effectively and efficiently:***

<b>No</b>	<b>Specific Activities/Tasks</b>	<b>Performance Indicators</b>
2.1	Ensure all aspects of CAI - Housing Services property management policy and procedure are followed, monitored and coordinated.	Decision making reflects implementation and rationale of policies and procedures.
2.2	Assist Manager to source and acquire suitable housing stock as defined in CAI - Housing Services strategic asset management plan and annual plans.	New housing stock acquired.
2.3	Negotiate, prepare and enter into Headlease and Sublease contracts.	Number of contracts entered into.
2.4	Maintain appropriate records and manage: <ul style="list-style-type: none"> <li>• key security</li> <li>• property inspections</li> <li>• tenant repair /damages</li> <li>• tenant debts</li> <li>• lessor records</li> <li>• rent arrears</li> <li>• property records</li> </ul>	Record Audit
2.5	Carry out regular (3 monthly) property inspections.	Inspection Record
2.6	Issue appropriate notices in accordance with RTA Act, Funding Agreements and Headlease (as applicable).	Notices issued
2.7	Coordinate repairs and maintenance to CAI - Housing Services property stock.	Condition of housing stock
2.8	Follow fire safety regulations for each housing program.	WHS Audit
2.9	Coordinate contractors to ensure all the grounds of complexes are kept clean and well maintained.	Contracts in place and checked

2.10	Ensure the annual asset management plan including furnishings and equipment is reviewed and actioned.	Annual asset and maintenance inspection records
2.11	Prepare paperwork for, and represent CAI - Housing Services in QCAT, in relation to tenancy issues when necessary.	QCAT Records

**3. Develop, carry out and co-ordinate the mechanisms necessary to ensure that all tenancy management functions are carried out effectively and efficiently including strategies to implement tenant participation in the service's operation:**

No	Specific Activities/Tasks	Performance Indicators
3.1	Ensure all aspects of tenancy management policy and procedures are followed, monitored and coordinated.	Evidence in decisions
3.2	Treat issues and concerns raised by tenants with respect and due consideration.	Tenant feedback/surveys
3.3	Refer tenants to appropriate support agencies as required and liaise with tenants and their support workers as appropriate.	Tenant records
3.4	Appropriately maintain all tenancy records.	Database
3.5	Follow procedures for dealing with tenancy disputes as developed by CAI, Funding Agreements and the RTAA Act.	Dispute records
3.6	Share relevant information with tenants on issues affecting their tenancy or the service (e.g. providing tenants with information on their tenancy rights and dispute resolution procedures).	Tenant records
3.7	Work with the Tenancy Support Worker on tenant participation activities (with a particular focus on the housing complexes) to support and foster the development of: <ul style="list-style-type: none"> <li>• Tenant participation activities;</li> <li>• Tenant training opportunities;</li> <li>• Tenants involvement in the management of their housing;</li> <li>• Participation in their communities in a meaningful way.</li> </ul>	Sample activities/minutes of meetings Statistical data
3.8	Elicit feedback from tenants regarding their ideas about where CAI - Housing Services is performing well and where it can make improvements.	Tenant feedback
3.9	Work with community partners to develop and maintain tenant participation activities like living skills, social outings etc.	Stakeholder feedback
3.10	Ensure regular meetings are organised and supported at the larger housing complexes.	Activities records.

**4. Work co-operatively with the Dept of Housing according to established protocols and develop appropriate strategies for community networking and community education:**

No	Specific Activities/Tasks	Performance Indicators
4.1	Maintain liaison with the Departments officers, and the Housing Service Centre.	Stakeholder feedback
4.2	Develop an understanding of the local community's housing needs and demographics for the purpose of pursuing and enhancing local social infrastructure.	
4.3	Contribute to the development of networks with builders, real estate agents and property developers.	
4.4	Establish and maintain community networks by working co-operatively with relevant community organisations, government departments, local authorities, trades people, lessors and real estate agents.	Number of meetings attended
4.5	Provide community education and information sessions as required.	Number of sessions
4.6	Promote CAI - Housing Services and all of its programs to the community.	

**Performance Appraisal:**

- This position is subject to a 6-month probationary appraisal.
- The employee will participate in annual appraisals of work performance conducted with the Manager and the organisation's HR representative to assess the:
  - Competence of the employee in the performance of duties
  - Achievement of goals set for the position
  - To establish general and training goals for the next twelve months.

Name of Employee: \_\_\_\_\_

Date Appointed: \_\_\_\_\_

Signature of Employee: \_\_\_\_\_

Signature of General Manager: \_\_\_\_\_

## **Key Selection Criteria**

1. Demonstrated experience in tenancy and property management.
2. Thorough understanding of the Residential Tenancies and Rooming Accommodation Act 2008 and relevant regulations with the ability to interpret and apply.
3. Demonstrated understanding of the issues that confront homeless and at-risk households, sensitivity to clients' needs and a desire to work within a social justice and human rights framework.
4. Excellent communication, relationship building, and networking skills combined with significant ability to develop sound working partnerships with government, community, business organisations and stakeholders.
5. Demonstrated capacity to work in a team environment, build effective relationships with colleagues, clients, and stakeholders, and contribute to overall team outcomes.

### **Mandatory Requirements:**

- The applicant must be a holder of a current Blue Card for child related employment.
- Current driver's licence
- Authorised to work in Australia
- COVID-19 full vaccination/valid exemption – to support the health and safety of staff and vulnerable people that we work with, Community Action has implemented a COVID-19 Vaccination Policy.