

Job Title:	Housing Worker (Permanent – Full Time)
Context:	Community Housing Limited (CHL) Group of Companies is an innovative and best practice affordable housing organisation which assists access to, develops and manages sustainable housing for people in need.
Responsible For:	This position is part of a team of workers responsible for delivering a high quality housing service. The Housing Worker joins a team of workers who carry out the administrative / housing management duties of the Company in the Coffs Harbour, Bellingen and Nambucca LGA's. This position will be based at our Coffs Harbour office.
Reports To:	Housing Manager Macleay Area
Main Activities:	<p><u>Tenant Relations:</u></p> <ul style="list-style-type: none"> • Assist in maintaining a comprehensive graded list of applicants for housing and ensure that applicants for such housing are fully representative of those in need of housing throughout the area; • Participate in and make recommendations to, tenant selection and tenancy disputes resolution, including written summaries of applicants' interviews, dispute histories etc; • Assist the manager in Assessing and reviewing from time to time the rents payable by tenants in accordance with relevant guidelines; • Assist the manager to prepare, sign and administer tenancy agreements; • Assist the Manager to monitor the compliance by tenants with agreements including payment of rent; • Assist in resolution of tenancy disputes including implementation of termination proceedings in accordance with company policy and NSW Residential Tenancies Act; • Assist tenants with advocacy and referral as appropriate; • Foster awareness among tenants of their rights and obligations as tenants; encourage participation by tenants in housing projects; and organise relevant tenant education workshops and other activities in keeping with the above; • Maintain a current and effective working knowledge of the NSW Residential Tenancies Act. <p><u>Property Management:</u></p> <ul style="list-style-type: none"> • Assist in the completion of regular inspections, written inspection report and inventory of all properties; • Assist in arranging proper maintenance and upgrading of all properties as required and according to reports; • Monitor maintenance including work schedule, purchase and control of equipment; • Inspect all work where directed or necessary that has been carried out on any property and involve landlord/agent where applicable; • Administer accounts for rents payable and received; • Maintain such records (e.g. returns, reports etc) as may be necessary to enable collation of pertinent statistical data as required and the monitoring of performance against budgets or targets. <p><u>Service Development:</u></p> <ul style="list-style-type: none"> • Make appropriate recommendations to Management to further develop services; • Identify opportunities, and assist in the implementation of relevant joint venture projects and other activities; • Identify needs and opportunities, and make appropriate recommendations, for reform of company Policies and Procedures in all areas of its operations; • Assist in the conduct of original and other statistical research to identify housing needs within the area from time to time; • Attend relevant seminars, conferences and other meetings and to represent the company as its delegate on appropriate bodies and to ensure the maximum networking between the

	<p>company and other community housing organisations and agencies.</p> <p>General Administration and Duties:</p> <ul style="list-style-type: none"> • Conduct general administration duties including information systems, acquisition of stores, stationary etc; • Maintain appropriate computerised management information systems; • Assist in the maintenance of inventories of office equipment, correspondence, assets etc. • Attend conferences, seminars and forums as approved by the Manager; • Attend meetings with other agencies as may be relevant; • Maintain effective liaison and communication with all staff; • Maintain effective liaison and service networks with other public and community agencies; • Liaise with officers of NSW Department of Housing and the Office of Community Housing where necessary; • Travel within the areas of operation of the association so as to establish and maintain a high profile and accessibility for the company through the areas; • Strictly adhere to all company manuals, policies and procedures; and • Other duties as required.
Other Information:	<p>It should be recognised that services are in a constant state of development, and some of the above duties may change during the period of employment. Further, CHL operates within a framework of teamwork, cooperation and flexibility and all staff are expected to support colleagues in carrying out their duties including being prepared to change plans when the situation warrants. A satisfactory Criminal Records clearance is a requirement for all positions (to be arranged by CHL).</p>
Key Skills & Selection Criteria:	<ul style="list-style-type: none"> • Demonstrated experience in tenancy management of private, public or community housing rental properties or similar experience; • Practical knowledge of tenancy legislation; • Excellent written and oral communication skills; • Experience using Microsoft office software; • Knowledge and understanding of the community and public housing sectors; • Awareness of and sensitivity to the needs of people who are in housing crisis and/or have special needs/disabilities; • Demonstrated experience as a team player working in a "hands on" role. <p>Mandatory qualifications</p> <ul style="list-style-type: none"> • Current New South Wales driver's licence; • Commitment to the right of every person to good quality housing regardless of income, age or background; • High level administration and office skills; <p>Desirable qualities</p> <ul style="list-style-type: none"> • Knowledge and/or experience in the delivery of services to people with disabilities; • An understanding of the regions cultural diversity or a language other than English; • Knowledge of services available to people experiencing a housing crisis.
Internal Contacts:	<p>Housing Area Manager, Other CHL Team Coordinators, other members of staff and staff located in regional offices; tenants</p>
External Contacts:	<p>Government agencies, Regional client Support Agencies linked to CHL Long Term Housing stock, Maintenance services</p>
Qualifications:	<p>Current New South Wales Driver's Licence (mandatory).</p>