

Tenancy and Site Coordinator



Department	Affordable Housing
Primary location	Synagogue Place, Adelaide
Award and Classification	Social, Community, Home Care and Disability Services Award 2010 (Level 5)
Reports to	Team Leader

POSITION SUMMARY

Unity Housing Company's (Unity) Affordable Housing Program houses people on low to moderate income looking for affordable housing. Unity is developing new affordable housing options funded from a variety of sources including the National Rental Affordability Scheme (NRAS). These housing options may be owned by Unity or managed by Unity on behalf of the owner. However, each housing option provides affordable housing via a sub-market rent to the tenant, and some fee for service work supports Unity to provide other housing options to people on a lower income.

The Tenancy and Site Coordinator:

- Provides a professional tenancy management service to the property owner and tenant;
- Provides professional service in relation to the caretaking and site management;
- Works as a flexible, collaborative and positive member of Unity;
- Communicates in a proactive manner with a range of stakeholders to fulfil Unity's Vision for affordable housing and sustainable communities;
- Works to create enduring and successful tenancies;
- Works to create enduring and successful landlord and stakeholder relationships;
- Upholds Unity's values including dignity and respect.

KEY RESPONSIBILITIES

TENANCY MANAGEMENT (40%)
<p>Provide a professional tenancy management service to Unity tenants in a collaborative, compassionate and respectful manner.</p> <p>Ensure that Unity's homes are managed to achieve:</p> <ul style="list-style-type: none"> • Compliance with relevant regulatory requirements and Unity internal policies, procedures and practices. • A positive relationship with tenants, the community and other stakeholders. • Minimal vacancy times and rent arrears. • Well maintained properties within budgeted expenditure/landlord expectations.

Specific tasks will include:

- A 'sign-up' pack for selected tenants is prepared which includes the lease for the property, appropriate Residential Tenancies Forms, a range of Centrelink Forms and SA Water concessions, if applicable.
- Rent and bond payments are calculated using the applicable rent frame work.
- Liaises with the landlord regularly, proactively and professionally.
- Ensures the relevant Customer Register databases is updated.
- Appropriate letters are compiled and sent to tenants that document details of rent to be paid, frequency and review dates.
- Arrange key handover and completion of inspection sheets, ensuring they are signed by the tenant.
- Regularly updating all details on the Tenancy database.
- Appropriate forms are sent to Centrelink and Bonds Section within the required timeframes.
- A file is created and maintained to enable appropriate information to be stored and case notes updated.
- Undertake regular inspections and other inspections as required.
- Work in a proactive manner to assist tenants to sustain their tenancies.
- Follow up any tenancy or neighbourhood issues and complaints.
- Manage lease renewals in conjunction with landlord requests, NRAS Scheme and Tenancy Act requirements.
- Liaise with support agencies as required to support tenants to sustain their tenancies.
- Work collaboratively with the asset management team to ensure that maintenance is carried out in a professional and timely manner.
- Daily review of arrears report to be actioned proactively to minimise rent arrears and maximise successful tenancies.

MANAGEMENT OF PROSPECTIVE TENANTS (10%)

Prospective tenants seeking housing through Unity come from a variety of sources and the allocation process will be managed in accordance with policies and procedures for the relevant housing program. The Tenancy and Site Coordinator will aim to minimise vacancy times and ensure that vacancies are managed effectively and efficiently.

Responsibilities include the following:

- Place advertisements as required and/or liaise with referral organisations for prospective tenants.
- Respond to applications or referrals in a timely and proactive manner.
- When required, undertake an interviews and site tours with prospective tenants.
- Liaise with relevant support agencies and referral points.
- Participate in updating the customer register, waiting list or other application process.
- Offer properties to the selected applicants.

TENANT MANAGEMENT AND REVIEWS (10%)

Tenant needs and changes in circumstances are addressed as necessary and regular tenant reviews facilitated. Managing tenancies will include:

- Monitor tenant property inspection dates and coordinate all necessary notice of entry forms to enable inspections to occur.
- Undertake three (3) monthly inspections and complete inspection reports ensuring any tenant or maintenance issues are discussed and resolved.
- Facilitate lease renewals incorporating notification to landlords, rent review, completion of NRAS specific paperwork.
- Tenant and landlord queries are responded to in a timely manner.
- Responsive and vacancy maintenance is organised, in close liaison with the landlord, Asset Management Team and contractors, as required.
- SACAT Hearings are attended and evictions are attended, as required.
- Ensure maintenance work is assessed, ordered and completed for property vacancies in a timely and efficient manner in consultation with Asset Management Team.
- Arrange property repairs associated with insurance matters liaise with stakeholders and complete required documentation in consultation with the Asset Management Team.
- Monitor maintenance work, including checking work and encouraging feedback from tenants and other stakeholders to ensure a high standard of work is carried out within reasonable timeframes.
- Consult with the Asset Management Team in relation to major maintenance and or work where disruption to the tenant is anticipated.
- Assist with implementation of the tenant participation and engagement framework at the local level.
- Tenancy issue reports are compiled for discussion with the Team Leader.

ADMINISTRATION, TELEPHONE AND COUNTER SERVICES (20%)

An effective administrative, telephone and counter service is provided for Unity.

- Tenant and landlord phone calls and counter enquiries/complaints or requests are attended to promptly.
- Information is provided to the public regarding Unity and other housing options.
- Undertake a range of general administrative services such as receiving and receipting of mail, filing, emailing, photocopying, faxing and maintenance of phone logs.
- Key register and keys are monitored; register is regularly updated.
- Prepare bank reconciliations, process banking and reconcile to Centrelink and other reports.
- Rent receipting.
- Invoice tenants, landlords and other organisations for charges as required
- Follow up non-rental tenant debts.
- Mid and End of Month trust account processes.
- Maintain petty cash system.

<ul style="list-style-type: none"> • Monthly housing reporting. • Ensure data is collected and included in the national data collection report and FOFMS for statistical purposes. • Forms and processes are regularly reviewed and changes made as necessary to ensure compliance with the Residential Tenancies Act. • Actively participate in team meetings and training sessions.
CARETAKING AND MANAGEMENT OF SITE (20%)
<p>The delivery and maintenance of efficient operations and work practices is achieved for Unity.</p> <ul style="list-style-type: none"> • Management of day to day operational issues of the site, including oversight of Contractors and Unity Staff. • Monitor condition and repair of Common Property. • Supervision of contractors. • Manage the safety and security of residents and control of access for visitors to the site. • Management and maintenance of the laundry facilities. • Reporting and communication with Strata Manager. • Ensure fire safety systems are maintained and in working order. • Appropriate training sessions are attended. • A safe and healthy working environment is provided through observance of WHS requirements.
OTHER DUTIES
<ul style="list-style-type: none"> • Any other duties appropriate to the role.

KEY REPORTING / WORKING RELATIONSHIPS

Internal <ul style="list-style-type: none"> • Reports to the Team Leader • Is a member of the Affordable Housing Team • Works collaboratively across all teams 	External <ul style="list-style-type: none"> • Works collaboratively with external organisations and other stakeholders
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KEY PERFORMANCE INDICATORS

<p>The following areas will be assessed and measured through Unity's Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity's Policy and Procedure framework, Strategic Plan and the employment contract:</p> <ul style="list-style-type: none"> • Service provision that meets the Company's objectives and Industry Standards including, service delivery, prompt and accurate responses and actions and tenant engagement. • Professional tenancy and property management that meets Industry Standards and the requirements of the relevant legislation.
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- Effective management of tenancy budget, specifically the management of vacancies, rent arrears and ex-tenant debts.
- Effective relationship management with stakeholders.
- Effective coordination and collaboration with the work of other members of the Unity team.
- Day to day management, (including use of and deployment of available resources), that meets the Company's objectives.
- Service provision that meets the KPIs as outlined in the Caretaking and management agreement of the site.

Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity's Strategic Plan and are properly measured in determining the level of performance.

SPECIAL CONDITIONS

- Hours of work are as per contract
- Position is based at the designated office but there may be a requirement to work across all Unity sites
- A six-month probationary period will apply
- 5 weeks' annual leave (pro rata for part time). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements
- Operate within Unity's Policy and Procedure framework, as amended from time to time
- Authority to initiate and approve expenditure within financial delegation limits, as per Unity's Delegations of Authority policy (Appendix A - Schedule of Delegations)
- Some out of hours work may be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved overtime or TOIL will apply
- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- Current full driver's licence required with no limitations
- This position has mandatory reporting requirements under child protection legislation and appropriate training must be completed
- All Unity Housing staff are expected to participate in activities and spirit of Unity's Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes

VALUES AND BEHAVIOURS

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity's intranet and website and updated as necessary:

- **Social Justice** – *We advocate for and actively support fairness, equality, and justice.*
- **Innovation and Creativity** – *We encourage innovation and creativity.*

- **Collaboration and Partnerships** – We support collaborative efforts and partnerships.
- **Transparent and Ethical** – We ensure integrity and an ethical approach.
- **Leadership and Professionalism** – We lead with vision and integrity and promote professional excellence.
- **Empowerment and Respect** – We foster an environment of respect and a focus on empowering others.

PERSON SPECIFICATION

SKILLS AND ABILITIES	
Essential <ul style="list-style-type: none"> • A strong working knowledge of the Residential Tenancies Act and professional standards in the industry. • Working knowledge of tenancy management programs, i.e. REST Professional, web based applications and Microsoft suite. 	Desirable <ul style="list-style-type: none"> • Previous experience in caretaking and/or management of sites. • Capacity to understand reporting and eligibility criteria. • An understanding of natural justice and complaints principles. • Capacity to work with high need clients. • Knowledge of National Rental Affordability Scheme (NRAS). • Understanding of quality systems, particularly in relation to social housing. • Community Housing Standards. • Strata management experience.
EXPERIENCE	
Essential <ul style="list-style-type: none"> • Proven, recent experience within the private rental market. • Hands on experience within a property management or site management role for an accredited and professional Property Management Agency. • Experience coordinating and undertaking administrative tasks. • Experience with reporting and data collection. • Experience utilising a range of computer systems and packages such as Microsoft Office suite, tenancy databases and MYOB. 	Desirable <ul style="list-style-type: none"> • Previous professional experience in a not for profit environment. • Qualifications in administration, business or financial management. • High level commitment to social justice principles. • A demonstrated professional approach. • Ability to work collaboratively, as part of a team. • Ability to adapt to change and to adopt a flexible approach to changes in work practices in a proactive and positive manner. • Proven ability to communicate effectively verbally and in writing.

<ul style="list-style-type: none"> • Experience in managing contractors and the coordination of the maintenance and repair of properties. • Demonstrated experience in the administration setting of an office or small business. 	<ul style="list-style-type: none"> • Empathy with people experiencing disadvantage, who may be living with a disability or experiencing homelessness. • Able to deal with difficult and/or aggressive clients by phone and in person and utilise effective conflict resolution skills. • Able to provide advice and information to potential applicants and undertake interviews to gather information. • Ability to exercise initiative and judgement to make decisions, exercising integrity and non-prejudice behaviour in influencing decisions. • Ability to treat all tenants and staff with dignity and respect and with due consideration of their privacy. • Possess excellent phone manner, customer service and good communication skills. • Ability to work efficiently under limited direction, work independently and meet work targets and deadlines within time constraints.
EDUCATION / QUALIFICATIONS	
Essential <ul style="list-style-type: none"> • Qualifications in Property Management. • Demonstrated proficiency in a range of software applications including REST or similar and the Microsoft Office suite of products. • A current Senior First Aid certificate. 	Desirable

APPROVAL



Chief Executive Officer

Date 12 November 2019

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.					
Name		Signature		Date	