



Position Description

POSITION	Housing Specialist – Maximum 12 month term
AWARD	Level 4 – Social, Community, Home Care & Disability Services Industry Award 2010
LOCATION	Townsville
HOURS	Full Time – 38 Hours
SUPERVISOR	Housing Services Manager

Purpose

Housing Specialists are responsible for the effective, efficient and optimal delivery of client, tenancy & property management services for C2C.

Key Outcomes

- Deliver optimal tenancy & property management services
- Provide expertise, knowledge & guidance to peers and lower level staff
- Contribute to goals of the team
- Strengthen linkages with clients, government and the sector
- Ensure effective utilisation of resources for service delivery
- Ensure positive client outcomes and satisfaction
- Ensure continuous improvement methods are applied to work practices

Key Relationships

WITHIN THE ORGANISATION	EXTERNAL TO THE ORGANISATION
Operations Team	Funding body & government stakeholders
Client Services Manager	Other service providers
Business Manager	Clients
All staff	Community

Main Accountabilities

<p>Deliver optimal tenancy and property management services</p>	<p>Undertake day to day service delivery of designated tenancies & properties</p> <p>Operate and maintain integrated tenancy & property database.</p> <p>Co-ordinate mechanisms to ensure all tenancy & property management functions are carried out effectively and efficiently</p> <p>Manage tenancy and property management complaints</p> <p>Manage rent collection of tenants, including issuing of rent arrears notices and representing C2C at QCAT hearings.</p> <p>Deliver effective client services including the provision of information to clients</p> <p>Undertake acquisitions of housing stock, negotiate head lease conditions and provide recommendation to the approving officer</p> <p>Liaise positively with lessors/agents</p> <p>Comply with relevant legislation, policies & procedures, including:</p> <p>Commit to and encourage within the organisation, the highest standards of integrity and governance and contribute to ensuring that the organisation's internal governance arrangements conform to quality management and statutory requirements.</p>
<p>Provide expertise, knowledge & guidance</p>	<p>Provide expert advice to employees classified at a lower level and/or volunteers</p> <p>Act clearly within relevant legislation, regulations and other relevant policies and procedures</p> <p>Provide professional and constructive feedback to the leadership team on progress of program activities including recommendations for changes to policies and procedures</p> <p>Exercise professional judgement and initiative where procedures are not clearly defined</p> <p>Contribute to the development of policies and procedures</p> <p>Supervision of staff, as required</p>
<p>Business Operations Performance</p>	<p>Continuously monitor allocation of resources and the achievement of targets and quality standards.</p>

	<p>Enact effective financial management practices for housing operations budgets.</p> <p>Ensure your supervisor is informed of any significant issues relating to tenancy and/or property management that may lead to legal or financial risks.</p>
Maintain effective administration systems	<p>Ensure electronic database is maintained, up-to-date, and required reporting data is collected and entered as required by funding bodies.</p> <p>Respond to people accessing the service including reception support, telephone services, providing housing information & referral services</p>
Stakeholder Management	<p>Ensure effective communication is maintained with stakeholders and tenants, and attend Stakeholder meetings as directed</p> <p>Establish and maintain wide networks within government, private and community sector.</p> <p>Promote Coast to Country Housing Company as a responsible, responsive and ethical community service provider.</p>
Contribute To The Wider Organisation	<p>Adhere to company's Code of Conduct and Ethics.</p> <p>Act in a manner that does not contravene company standards and/or legislation.</p> <p>Contribute actively to the continuous improvement of C2C's services, systems and resources with a particular focus on client service delivery.</p> <p>Participate in, and contribute, to C2C initiatives and events.</p> <p>Adhere to health and safety obligations.</p> <p>Understand and prescribe to the goals and objectives of the organisation and the leadership team.</p> <p>Actively participate in monthly supervision, development plans and performance reviews.</p> <p>Undertake any reporting requirements, as requested, in a timely and professional manner.</p> <p>Work cohesively with other team members, referring work to colleagues as appropriate.</p>

Delegated Responsibilities & Authorities

Financial and other delegations assigned by the Chief Executive Officer will be exercised appropriately and within defined parameters, and are listed on company delegations charts.

Skills, Knowledge, Experience, Qualifications and/or Training

- Proven successful experience of supervising staff
- Relevant qualifications or significant work experience in relevant discipline
- Well-developed knowledge of housing and homelessness, including the community sector
- Excellent communication and interpersonal skills. Proven ability to work effectively across a range of stakeholders
- Team oriented, willing to learn and adapt to a changing environment
- Ability to self-manage, problem solve and work with minimal supervision
- Mediation, Negotiation, and conflict management experience and skills
- An understanding of our client group and their needs, and commitment to the right of every person to good quality housing regardless of circumstance.

Desirable

- Ability to prepare and deliver training to small groups
- Leadership skills and aspirations

Competencies

- Commitment to the values, objectives and long term goals of Coast to Country Housing Company
- Must hold a current Drivers licence
- Must have a Blue Card issued by *Commission for Children and Young People and Child Guardian* or the ability to hold a Blue Card

Technical/Functional	Ability to use Microsoft Office program, in particular Microsoft Outlook, Word and Excel. Has the technical and functional knowledge and skills to do the job to a high level of accomplishment; knowledge of relevant acts and legislation particularly the <i>Residential Tenancies and Rooming Accommodation Act 2008 and Regulations</i> .
Relationship Management	Relates well to all kinds of people, inside and outside the organisation; builds appropriate rapport quickly; builds positive and collaborative relationships; uses diplomacy and tact; can defuse high tension situations comfortably; is easy to approach and talk to; puts others at ease; is a good listener; is sensitive and patient; seeks management support where required.
Tenancy Management	Achieve all relevant KPI benchmarks, provide efficient and effective service to clients, and compliant with company tenancy management policies and procedures.
Property Management	Achieve all relevant KPI benchmarks, provide efficient and effective service to clients, and compliant with company property management policies and procedures.
Results Orientated	Work with minimal supervision to achieve goals & objectives
Business Acumen	Understanding of funding agreements, guidelines and specifications. Also understand basic principles of financial management
Quality Management	Apply Quality Management and continuous improvements methods to your work practices
Team Structure	Ability to seek assistance where required; ability & willingness to adapt to change; work across a team structure