

## Position Description

<b>Position Title</b>	Coordinator, Tenant Support
<b>Department:</b>	Housing Service Operations
<b>Reports to:</b>	Housing Services Team Leader

## Purpose of the Position

Reporting to the Housing Services Team Leader and working with Housing Officers, the Coordinator Tenant Support is responsible for providing comprehensive short-term intensive case management and support coordination to residents who have been identified by the Team Leader or Housing Officer as being at risk of losing their tenancy or facing hardship that may affect the sustainability of their tenancy.

Using a collaborative, proactive and solution focussed approach, the role will provide high level intervention with the development and coordination of a Case Management Plan to ensure the resident goals are identified, agreed, achievable and remain on track.

The role will also provide a point of reference, advice and support to the Housing Team in planning approaches to managing broader issues impacting on the tenancies of our residents and the community.

## Cultural Alignment

Personal alignment with Housing Choices Australia's values is an important part of working with us.

- We put people first
- We work together
- We trust and are trusted
- We learn and adapt
- We strive to be better

## Specific Responsibilities

- Deliver services in accordance with HCAs values, service standards, policies, contractual obligations and all relevant legislation, guidelines and industry regulatory standards.
- Develop, manage and monitor comprehensive Case Management Plans in collaboration with the resident, Housing Officer, support providers, carers, and others as identified by the resident.
- Assess support, advocacy and referral needs.
- Identify steps to remedy any breaches of tenancy conditions, implement mitigation strategies and provide direct support (excluding that relating to clinical issues).
- Advocate on behalf of residents in accessing relevant support agencies and resources.
- Coordinate engagement and referrals to external support services to assist residents with identified health and wellbeing needs including but not limited to aged care assistance, disability services, drug, alcohol, substance misuse and mental health supports.

- Liaise and manage communication with stakeholders including the Housing Connect Service system, My Aged Care, NDIS, Police, Local Council, Department of Child Safety and Centrelink.
- Ensure detailed case notes, records and data are collected and maintained in accordance with legislative requirements and HCT internal policies and procedures.
- Undertake analysis of outcomes achieved through the intervention of the Coordinator Tenant Support and provide reports as requested.
- Positively and proactively contribute to the team's performance against key performance indicators, contractual and regulatory requirements.
- Work as a contributing team member and participate in coaching, team activities and training to ensure a continuous improvement approach to best practice in all aspects of service delivery.
- Effectively deal with customer requests, needs and requirements and proactively receive and act on feedback and complaints, escalating complex matters as required.
- Deliver outstanding customer service through timely, accurate and clear communication, the adoption of a positive "can do" attitude, and constructive responses to clients concerns, queries and requests.
- Build and maintain strong and effective working relationships with residents, carers, neighbours, partners and stakeholders (internal and external) across the business, community and government sectors to ensure access to services and positive outcomes for residents.
- Model a strong work ethic and build trust with stakeholders to drive loyalty, engagement and satisfaction

## You are part of something bigger

We are a diverse, dedicated and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes
- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning, formal learning, digital learning, knowledge sharing and feedback on performance
- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety
- Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation

## Key Relationships

- Housing Team Leader and Housing Team
- General Manager
- Residents and their identified supports
- Support organisations
- Community

## Selection Attributes

### Knowledge and Qualifications

- Appropriate degree or qualifications relevant to the delivery of support services.
- Demonstrated knowledge on assessment, advocacy and referral skills within a case management framework.
- Experience in or knowledge of developing, managing and monitoring comprehensive Case Management Plans and implementing them to assist residents to sustain their tenancy.

### Experience

- Extensive experience and knowledge in dealing with complex and challenging behaviours that may have an impact on achieving and maintaining acceptable individual and broader societal outcomes.
- Demonstrated experience working with the broader community and human services sector in Tasmania Housing Connect system, NDIS, MY Aged Care, Centrelink and Child Safety.
- Experience in the use of the Microsoft Office, Housing Management and/or Customer Relationship Management Systems.

### Skills

- Demonstrated ability to work independently and participate as an integral member of a multidisciplinary team.
- Demonstrated self-management skills with the ability to maintain personal boundaries and capacity to maintain confidentiality within a workplace setting, in accordance with legislative requirements.
- Highly developed written and oral communication skills, relationship management skills including mediation and conflict resolution skills.
- Well-developed organisational skills including ability to manage competing priorities.
- Well-developed presentation skills, including ability to represent HCT in range of external forums and with a diverse range of stakeholders (clients, government departments, tribunals/courts, other service providers).
- The ability to adapt to changing environments and requirements including an ability to lead others, including residents through the process of change.

### Other Requirements

- Willingness to undertake screening and employment checks
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including people enduring housing stress, people with disability and people from a non-English speaking background
- Current driver's license and willingness to travel across HCA sites and interstate as required.

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

**Job Holder** \_\_\_\_\_

**Date** \_\_\_\_\_