

Position Description

POSITION TITLE	Housing Support Services Coordinator, Tenancy Management
POSITION NUMBER	108001
AWARD	Local Government Industry Award
CLASSIFICATION	Level 7
POSITION TYPE	Fixed Term, Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Council Services / Tenancy Management
LOCATION/S	Alice Springs with regular travel to communities
SUPERVISOR	Housing Support Services Senior Coordinator, Tenancy Management
POSITIONS SUPERVISED	This position has no direct reports

PRIMARY OBJECTIVE

Housing Support Services Coordinators (HSSC) deliver direct tenancy management services, support and guidance to Remote Community Housing clients according to the Remote Community Housing Management framework and the Residential Tenancies Act. This is a community engagement and development role, with responsibility for building relationships with tenants and local organisations. HSSC's are required to undertake regular travel to remote communities, supporting the shared purpose and direction, understands and supports the Council's vision, mission and business objectives.

KEY DUTIES AND RESPONSIBILITIES

- Provide quality service and support to community housing tenants in remote communities, including resolving tenancy issues, providing education and support regarding healthy living and sustaining tenancies, and referrals to support services
- Provide support and guidance, management and mentoring to place based Housing Support Officers to support the timely delivery of culturally safe, professional tenancy management services to tenants in remote communities
- Assist in sharing information to residents relating to Housing Reference Groups in each community, and their ongoing operation as part of achieving appropriate housing outcomes for each community
- Maintain accurate records on Council's computer systems, including the Tenancy Management System (TMS) and relevant information systems
- Support TFCH obligations under the Residential Tenancies Act and Housing Act, including establishing and managing lease agreements, notifying residents of rent collection and payment arrangements, reporting anti-social behaviour, inspecting remote public and government employee housing, and preparing accurate and timely information as required
- Respond positively to change with a commitment to ongoing improvement and professional development
- Act professionally, demonstrate cultural awareness and operate within the boundaries of agreed policies and procedures

SELECTION CRITERIA

Essential

- Demonstrated high-level written and verbal communication skills, including ability to engage effectively, develop relationships, and communicate sensitively and persuasively with Aboriginal clients and community stakeholders living in remote communities, including where English is not their first language
- Demonstrated experience interpreting legislation, policies, procure and program guidelines to ensure they are delivered in a culturally appropriate manner to Aboriginal clients, and recognise and understand the requirements of clients with high and complex needs in a remote community setting
- Demonstrated experience working in remote communities delivering services to Aboriginal people, with the ability to work independently, often with limited supervision, including demonstrated ability to coach and mentor Aboriginal team members
- Demonstrated experience in preparing briefs and reports, drawing information from multiple sources, with the ability to analyse and provide accurate recommendations to improve practices
- Capability to work regular periods in remote communities
- A current NT "C" Class Driver's License or equivalent, physically able to drive 4x4 vehicles for long distances and travel by various means including light aircraft
- Knowledge of Work Health and Safety requirements
- An awareness of issues affecting Aboriginal people in remote locations
- Acceptable Police Check and Current Ochre Card
- Right to work in Australia

Desirable

- Lived and/or professional experience gained in a remote or regional community