

Position:	Housing Occupancy Coordinator
Business Stream:	Community Services & Housing
Reports to:	Housing Manager
Award/Agreement:	SCHADS Award
Grade/Level:	4

We all want to be part of something bigger than ourselves. And with us, you can be part of an organisation that truly makes a difference. Here's how.

YOUR ROLE | Housing Occupancy Coordinator

You are responsible for the delivery of best practice housing occupancy services, in support of people living in the temporary housing program, following the 2022 Northern Rivers floods.

YOUR TEAM | Community Services and Housing

Our team work together to create trusted places where people gather, community is strong and lives are transformed. We walk with each person to understand the unique circumstances of their life and we empower them to live well through practical and reliable support.



OUR SHARED VALUES

BaptistCare's Values have been chosen to reflect both what we as an organisation value, and what our customers have said is important to them. That's why we call them our Shared Values. You will recognise the Values are being lived when you hear your customers say:

LOVE

- You always try to find a way, you never give up.
- You smile, you know my name and greet me warmly.
- You believe in me. You speak life and allow love to transform my life one step at a time.

RESPECT

- You make me feel welcome, respected and special
- You take the time to understand me and what's important to me.
- You honour my stories and treat me as unique and loved by God.

RELIABILITY

- You build trust by being consistent and reliable.
- You don't stereotype me but instead focus on actions and solutions with me that work.
- You understand what I need and go out of your way to find a way to deliver it.

EMPOWERMENT

- You break down difficult things into simple steps to help me make decisions.
- You believe I have the right to safety and wellbeing, which encourages me to believe it too.
- You invite me to make healthy choices in my life and feel connected to my community.

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Position Description

Key responsibilities

Occupancy Coordination

Deliver high quality occupancy services by:

- Employing a trauma-informed approach in all interactions with clients.
- Preparing, showing and offering vacant properties to prospective clients.
- Preparing occupancy documentation in line with program guidelines and procedures.
- Conducting occupancy sign-up process, ensuring clients understand their rights and responsibilities.
- Calculating licence fees in line with program guidelines and procedures.
- Maintaining client data, documentation and notes efficiently and securely within relevant systems.
- Responding to client enquiries and requests in a timely and respectful manner.
- Monitoring and managing occupants' licence fee payments in line with policy and procedures.
- Negotiating arrears repayment plans with occupants and monitoring for compliance.
- Investigating and taking appropriate action in relation to noise and nuisance and other occupancy non-compliance matters within set timeframes.
- Working collaboratively with Case Workers to identify clients with complex needs and barriers to maintaining their occupancies, maintain effective relationships, make appropriate referrals to support services as needed.
- Support and assist clients to identify and source longer term housing options.
- Preparing end of occupancy documentation in line with program guidelines and procedures.

Property Management

Meet team and organisational objectives by:

- Preparing and maintaining vacant properties, ready for the next incoming occupant.
- Conducting in-going and out-going property inspections and Condition Reports before and after each occupancy.
- Scheduling and conducting routine property inspections in line with policies and procedures.
- Completing reports and documentation following property inspections, including conducting follow up visits to ensure property care compliance.
- Reporting and monitoring completion of property repairs identified during property inspections and from client requests.

Business Information, Systems and Communications

Meet team and organisation objectives by:

- Maintain and provide regular information/feedback to Housing Manager of potential changes to occupants' situations.
 - Maintain appropriate written records of occupant and property matters, as required.
 - Support reporting and compliance-based activities.
 - Ensure occupants' privacy and confidentiality of information is always maintained.
 - Share relevant information and build team through consistent two-way communication with management and colleagues.
 - Participate in Continuous Improvement activities and always seek better practice.
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Position Description

Professional Network and Knowledge

- Encourage a positive workplace culture through role modelling and promoting the organisation's mission and values.
- Attend staff meetings.
- Attend training, workshops and seminars as required.
- Participate in the performance management program with your Manager.
- Reflect on professional goals and work practices.

Work Health & Safety (WHS)

Take care of your own and others health and safety by:

- Working safely to minimise risks to self and others
- Complying with Work Health and Safety (WHS) policy and procedures
- Reporting any hazards, near misses or incidents through the appropriate channel
- In the event of a workplace injury, participate, contribute and engage in Return to Work plans
- Role model appropriate "positive duty" behaviours with regard to Respect@Work

Key requirements

Essential qualifications and experience:

- Demonstrated experience in providing client-focused tenancy, occupancy, and / or property management services
- Solid knowledge of the Residential Tenancies Act and its application
- Demonstrated experience dealing with clients from diverse backgrounds and vulnerable people with complex needs
- Current First Aid certificate
- Current NSW driver's licence

Essential competencies:

- Demonstrate an understanding and appreciation of BaptistCare's Christian identity and promote the organisation's values through interactions at work
- Ability to work collaboratively as part of a team
- High degree of initiative, motivation and outcome orientation
- Proven organisational and time management skills, ability to prioritise own workload and deal with multiple and conflicting priorities
- Strong problem solving and negotiating skills
- Effective written, verbal and interpersonal communication skills, including active listening
- Well-developed computer skills and ability to adapt and learn internal IT systems
- Ability to always maintain confidentiality and act with professionalism

Desirable qualifications, competencies and experiences:

- Real estate certificate of registration or Certificate IV in social housing
- Experience working in real estate rental and / or social and affordable housing sector
- Knowledge of community housing policies

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Position Description

Other important information

Here are some other important items to take note of:

- This position description and your letter of offer outlines the terms and conditions of employment
 - You will successfully complete all prescribed mandatory training and participate in an annual plan and appraisal development process
 - It is a requirement of the role that you undergo a Police Background Check
 - You will be required to hold (or willingness to obtain) a current Working with Children Check
 - This is not a complete list of what is expected in your role. You are required to complete additional tasks that may be asked of you, having regard for your skills, training and experience
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