

Position title	Tenancy Worker
Reports to	Chief Executive Officer
Location	Based in South Yarra but required to travel to properties managed by PMCH
Hours per week	34 hours per week, 0.9 EFT. Worked as a 9 day fortnight, negotiable.
Terms and conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (Modern Award). Indicative salary range - \$55,000 to \$65,000 (pro rata) dependent on experience plus superannuation.
Salary packaging	Generous salary packaging is available
Other Benefits	Five weeks leave per annum (pro rata for part time)
Contract period	Permanent

Organisational Overview

Prahran Malvern Community Housing Inc. (PMCH) previously Prahran Community Housing was established as a result of an initiative auspiced by Copelen in 1981 to address the affordable housing needs of the Prahran community. The organisation became independent in 1987. PMCH has operated continuously ever since and currently manages community housing in the Cities of Stonnington, Glen Eira and Port Phillip.

The organisation has developed a unique and well-respected service model that seeks to continuously maximise opportunities for social inclusion and empowerment. At the heart of this model is a commitment to the principles of Social Justice, and an aspiration to inspire mutual respect and compassion amongst all members of our community. The organisation consciously applies these principles, which are reflected in all our practices. The philosophy of PMCH subscribes to the belief that all people have a right to quality secure & affordable housing and those services should be delivered in a way that respects the dignity of consumers and encourages self-determination.

Prahran Malvern Community Housing is a not for profit, incorporated association and is managed by a community based Board of Management which acts as an interface between the client group and the wider community and is committed to ethical governance and challenging social inequity.

Position Overview

The position ensures effective and efficient administration of social housing properties managed by PMCH under leasing arrangements with the Department of Health and Human Services and a variety of interagency protocol arrangements.

The tenancy worker establishes new tenancies/residencies and aims to sustain existing tenancies/residencies, assisting tenants to keep their homes by linking them with people and services in their community.

The position encompasses management of maintenance which includes; arranging maintenance requirements to be carried out, liaison with maintenance providers and monitoring & quality control.

Key Responsibilities

Tenancy Management	Property Management	Relationship Management & Community Capacity Building	General Administration & Duties relating to the provision of Social Housing
<p>Undertake all appropriate actions in regard to tenancy management in accordance with organisational policies and the provisions of the Residential Tenancies Act (RTA).</p> <p>Carry out rent collection functions.</p> <p>Represent PMCH at the Victorian Civil & Administrative Tribunal (VCAT) when required.</p> <p>Communicate effectively to ensure tenant/resident awareness of their rights and responsibilities under tenancy legislation.</p> <p>Maintain up to date tenant/resident files in line with privacy principles and professional file notes.</p> <p>Make appropriate referrals where required to assist PMCH tenants/residents to sustain housing and facilitate the establishment of ongoing successful support relationships.</p> <p>Encourage tenants/residents to take responsibility for the physical environment and culture of their home.</p>	<p>Ensure properties, furnishings and fittings are maintained to accepted standards.</p> <p>Carry out property condition inspections as required.</p> <p>Arrange maintenance, repairs and cleaning of properties.</p> <p>Ensure vacancies are cleaned, maintained and re tenanted within accepted timeframes.</p> <p>Report and act on any noncompliance with safety obligations to ensure properties are free from fire hazards and risks are adequately controlled.</p> <p>Maintain security lock systems and lock changes as required.</p> <p>Manage relationships with maintenance contractors.</p>	<p>Actively promote and facilitate a sense of home and community.</p> <p>Encourage participation in existing PMCH community capacity building initiatives and partnerships.</p> <p>Identify potential projects/partnerships to enhance PMCH's community engagement objectives.</p> <p>Organise and attend forums with residents at the rooming houses on a regular basis and as required with the aim of encouraging and increasing resident participation.</p> <p>Build and enhance functional working relationships with a variety of support agencies to ensure prompt responses and best outcomes for PMCH tenants/residents.</p>	<p>Liaise as appropriate with Government and Community based support agencies with regards to housing related issues.</p> <p>Maintain accurate statistical data.</p> <p>Participate in such training courses and workshops that would be in the interests of PMCH and professional development.</p> <p>Participate in team meetings.</p> <p>Represent PMCH at networks & meetings as directed.</p> <p>Other duties as negotiated with the Manager.</p>

Expectations of Staff

It is expected that the tenancy worker will work as a member of the PMCH team, within the stated policies and philosophical framework of the organisation and adhere to the highest professional and ethical standards in performing the duties associated with this position.

All staff members are expected to work in a supportive & collaborative manner with PMCH staff, service users and stakeholders. Duties are to be carried out in a manner that upholds and enhances the reputation of PMCH.

Key Selection Criteria

Mandatory	Desirable
<p>Demonstrated experience in tenancy management of private, public or community housing rental properties.</p>	<p>Formal qualifications are not essential, although previous experience in the community sector is an advantage.</p>
<p>Self-directed with the initiative to make sound decisions within the framework of approved policies, procedures and applicable legislation.</p>	<p>Working knowledge of relevant government and community housing programs and legislation, policies and issues an advantage.</p>
<p>A commitment to social justice and community development and be able to effectively relate with sensitivity to people who may have complex issues.</p>	<p>Experience in the management of physical assets and associated maintenance requirements.</p>
<p>The ability to work as a member of a highly effective small team.</p>	
<p>The ability to manage a workload with competing priorities.</p>	
<p>Sound written and verbal communication skills, as well as demonstrated organisational skills.</p>	
<p>Sound Computer and Word processing skills.</p>	
<p>Attention to administrative accuracy and detail.</p>	
<p>Current Victorian Driver's License and access to a vehicle.</p>	

Appointment to the position will be subject to a police check and a three-month probationary period.