

UNITED HOUSING CO-OPERATIVE LTD.

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Job Title	Tenancy Administration Officer 30.4 hours/week (Casual)
Summary	Community housing role. Based in Yarraville. Great staff team in an innovative, member based housing co-op. Exciting new position at casual rate with opportunity for permanency and evolving duties.
Organisation	<p>United Housing Co-operative Ltd. (UHC) is a middle tier community-based rental housing co-operative that provides and manages sustainable housing for a diverse range of low and moderate income households in the northern and western metro regions of Melbourne. UHC is an innovative not for profit organisation that prides itself on being a smaller, proactive and engaged Registered Housing Agency.</p> <p>The founding co-operatives, Footscray Housing Co-operative and Essendon Housing Co-operative were formed in 1975/6 and merged to form the United Housing Co-operative in 2005. UHC currently manages 90 properties owned by the Director of Housing under an Interim Lease Agreement and owns another 12 properties, with a total property portfolio of 102 properties. UHC also manages tenancies under contract from other organisations.</p> <p>There are 40 community housing agencies currently registered with the Victorian Housing Registrar, seven of which are rental housing co-operatives. 'Co-op housing' is the same as other community housing in Victoria (e.g. same eligibility, rental formula etc.) except that people approved for co-op housing sign up as both tenants and co-op members. Co-op members are active participants in the organisation and its decision-making and have a stake in the future and success of the organisation. In this way, the co-op model brings added benefits by providing members with opportunity to 'have a say' and to gain valuable new community connections and skills.</p> <p>UHC is currently managing housing as follows:</p> <ul style="list-style-type: none">▪ 102 properties as part of the United Housing Co-operative;▪ 35 properties under management agreement with Sunshine/St. Albans Housing Co-operative;▪ specific tenancy management services for a number of transitional housing properties on behalf of McAuley Community Services for Women. <p>In its first major property development project, in 2022 UHC has been funded under the Victorian Government's Big Social Housing Build to undertake a 49 unit property development project in West Footscray in partnership with the Lions Club of Footscray, housing up to 70 new tenant members in 2024.</p> <p>UHC works from a community based, social justice perspective and seeks to nurture a culture founded on responsiveness, collaboration, quality of service delivery and respect for others. It requires that all team members be open, flexible and responsive to new ideas and ways of working and actively supportive of each other and tenant</p>

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	<p>members in achieving the best outcomes for UHC and its unique co-operative housing model.</p>
<p>Position Overview</p>	<p>This is a casual position with a tentative start date of 11/7/2022.</p> <p>The position has been created as a result of increased organisational workload from new tenancy management contracts/agreements with Sunshine/St Albans Housing Co-op and McAuley Community Services for Women. It is for the time being offered on a casual basis due to evolving changes. The specific focus of the position is to undertake a range of tenancy administration duties and member service activities.</p> <p>The successful applicant will be an enthusiastic person with skills in both admin and community work, interested in social/community housing and social justice.</p>
<p>Reports to:</p>	<p>UHC Tenancy and Property Maintenance Coordinator - Tracy Haining</p>
<p>Key Responsibilities</p>	<p>UHC: Member and Community Tasks</p> <ul style="list-style-type: none"> ▪ Assisting in member intake including Information Sessions for prospective applicants. ▪ Involvement in organising and promoting community engagement activities and monitoring member participation. ▪ Completing administration requirements for UHC Education Grants Program. <p>McAuley Community Services for Women Properties: Tenancy Admin</p> <ul style="list-style-type: none"> ▪ Completing documentation for tenancy sign-ups in consultation with Tenancy & Maintenance Coordinator. ▪ Tracking rent payments via bank file downloads. ▪ Compiling regular and one-off statistical reports and data. ▪ Following up tenants who fall into rental arrears. ▪ Maintaining accurate tenancy records on tenancy database. <p>UHC: General and Tenancy Administration Tasks</p> <ul style="list-style-type: none"> ▪ Assisting the Finance Co-ordinator with rents administration tasks. ▪ Dealing with phone inquiries and providing good information to people inquiring about housing. ▪ Tenancy intake and administrative tasks in relation to the Victorian Housing Register. ▪ Participating in all required team meetings. <p>Other</p> <ul style="list-style-type: none"> ▪ Administrative support to the General Manager – up to three hours per week. ▪ Assisting the General Manager with organisation of board and general meetings. ▪ Assisting with organisational projects including events, major reports, etc. ▪ Website – update webpage with minutes, articles, activities calendar of events. ▪ Other duties as directed.
<p>Standards</p>	<p>All UHC staff and project workers are expected to:</p>

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	<ul style="list-style-type: none"> ▪ comply with all UHC policies and procedures and State Government Community Housing Standards; ▪ comply with all occupational health and safety legislation and regulations; ▪ comply with all other Commonwealth and State legislation relevant to the organisation; ▪ work in a collaborative fashion with UHC Board members, staff and stakeholders; ▪ uphold and enhance the reputation of UHC; ▪ maintain the highest level of integrity in the conduct of UHC business.
<p>Selection Criteria</p>	<p>Qualifications, Knowledge and Experience Requirements</p> <p>Essential</p> <ul style="list-style-type: none"> ▪ A flair for administration, and dedication to detail. ▪ High level interpersonal skills; ability to communicate clearly and sensitively with tenant members, colleagues and representatives of government and the wider community. ▪ IT skills, including experience with databases, spread sheets and word processing, training will be provided for Chintaro database. ▪ Ability to understand and willingness to work with relevant legislation and legal processes, including Residential Tenancies, VCAT, Child Safety and others. ▪ Very good written communication skills, capacity to write clear reports ▪ Experience in, and/or understanding of, the fields of social housing, homelessness, community health, community legal, and support services ▪ An understanding of the housing related issues confronting people on lower incomes and a knowledge of the broader community housing sector ▪ Track record and/or willingness of working effectively and supportively as part of a team. ▪ Track record of working diligently and conscientiously and meeting deadlines. ▪ Willingness to learn and adapt to new and changing situations. ▪ Commitment to social justice and belief that everyone has a right to fair and equal access to services and treatment by those services. <p>Desirable</p> <ul style="list-style-type: none"> ▪ A relevant post secondary educational qualification in social services or administration. ▪ Experience in community housing and working with community housing database, including Chintaro.
<p>Other Requirements</p>	<ul style="list-style-type: none"> ▪ A Current Victorian driver's license is preferred. ▪ A Criminal Records clearance and a Working with Children's check.
<p>Internal Contacts</p>	<p>General Manager – Peter Sibly 0456 408 842 Tenancy and Property Maintenance Coordinator - Tracy Haining 0418 871 070 Tenancy Director Member Services Director</p>
<p>External Contacts</p>	<ul style="list-style-type: none"> ▪ Community Housing Industry Association Vic. ▪ McAuley Community Services for Women ▪ Department of Families, Fairness & Housing

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Project Hours and Remuneration	The following conditions are subject to negotiation and review <ul style="list-style-type: none">- The position is a casual .8 EFT, 30.4 hours per week.- Level 5.1 under the SCHADS award (Casual rate).- Salary packaging available.- All staff submit fortnightly timesheets.- Reimbursement for work related expenses.
Office Arrangements	The workplace is at UHC Registered Office at 1A Ballarat Street, Yarraville (within the Yarraville shopping centre; only a minute's walk from Yarraville Railway Station).
	<p>Applications to be made in writing and must contain:</p> <ol style="list-style-type: none">1. A covering letter outlining interest in the position2. A brief Curriculum Vitae3. A brief summary of relevant experience/knowledge <i>against each of the Selection Criteria.</i> <p><u>Applications should be sent by one of the following methods:</u></p> <p>Email peter.sibly@unitedhousing.org.au OR</p> <p>Hard copy by post Peter Sibly, General Manager, United Housing Co-operative, P.O. Box 252, Yarraville 3013</p> <p>Or hand deliver to 1A Ballarat Street, Yarraville.</p> <p><u>Closing date:</u> 2 June 2022</p> <p>Remuneration: SCHADS Award Level 5.1 (Casual Rate) Hours of Work: 4 days .8 EFT (30.4 hrs/week) (Negotiable) Commencement: early July 2022.</p>