

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

HOUSING & FACILITY SERVICES COORDINATOR

Location: Queens Road Rooming House

Reports to: State Operations Manager

Supervises: Housing Officer/s, Kitchen Staff & Concierges

CHL Capability Band: #2

Primary Purpose:	Manage CHL's rooming house facilities across Victoria and lead the delivery of high quality, sustainable tenancy and property management services.
Context:	This is an important role contributing to CHL's Vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote and adopt a balanced and positive approach to work.
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	<p>With particular attention to facility management and supporting and leading a team, the Housing & Facility Services Coordinator will ~</p> <ol style="list-style-type: none"> 1. Coordinate rooming house facility management including building compliance and safety in order to provide effective service delivery to customers 2. Monitor and oversee program funding, budgets and expenditures in conjunction with the State Operations Manager 3. Build and sustain local connections with stakeholders to support operations and the development of new services 4. Ensure compliance, government regulations/legislation, CHL guidelines and WHS requirements are understood by staff and are met 5. Liaise with other CHL teams, Government, and Support Agencies to ensure quality outcomes for customers 6. Effectively lead, mentor, manage and support team including acting as a point of escalation for complex situations 7. Provide accurate and timely reports on relevant business activities 8. Provide additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Comprehensive knowledge of relevant legislation • Understanding of the community, social and/or public housing sectors • Minimum 3 years experience managing a complex workload in a social service environment • Current Driver's Licence • Satisfactory Police, NDIS and Working With Children Checks
Key Capabilities:	<p>Client Focus – Provides leadership and focuses team on client outcomes. Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p>Achieves Results – Monitors work progress and manages priorities with a commitment to achieving quality outcomes</p> <p>Resilience – Role models responding to day to day problems and achieving work outcomes in a positive way</p> <p>Transition & Change – Actively participates in and engages with business improvements/changes</p> <p>Leadership – Actively manages staff performance, addresses and resolves team and individual performance issues</p> <p>Nurtures Relationships – Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations</p> <p>Integrity – Understands and models CHL's social, ethical and organisational standards and responsibilities in all interactions</p> <p>Professionalism & Accountability – Takes responsibility for own work tasks, utilises the specialist expertise of others within CHL and contributes own expertise to achieve outcomes for the business unit</p> <p>Financial Management – Effectively manages relevant financial processes and reporting. Is aware of and understands financial delegations and processes</p> <p>Engages with Risk – Understands identified risks and operates within approved processes and policies, seeking advice when required. Ensures risks are reported on and corrective actions identified</p>