

# Position Description Housing Coordinator October 2024



Baptcare is a purpose driven and faith-based organisation working across Victoria, Tasmania and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum.

## ROLE PURPOSE – Housing Coordinator

The Housing Coordinator plays an essential role in the management of Baptcare Affordable Housing’s (BAH) portfolio. This includes overseeing appropriate tenancy and property management services to Baptcare’s ‘Sanctuary’ housing program for people seeking asylum.

As Housing Coordinator, you will lead a team of Tenancy Workers and housing services staff, ensuring BAH provides quality, safe and sustainable housing, and a high standard of person-centred service to renters. You will ensure that BAH’s portfolio is managed in accordance with the requirements of legislation, regulators, funding partners and policy. The Housing Coordinator will establish, review, and improve on systems, processes, and policies, as well as ensuring team members receive appropriate support and guidance.

## Position Specifications

Dimensions			
Division:	Property	Reports to (title):	Manager Baptcare Affordable Housing
Industrial Instrument	Social, Community, Home Care and Disability Award	Classification/Grade:	Level 7
Primary Location/Region (optional):	Brunswick	Status:	Full Time, Ongoing
Internal Stakeholders:	Finance, Facilities Management, Community Services VIC, ICT, PC&S and ELT	External Stakeholders:	Renters, Housing Registrar, Homes Victoria, Suppliers, Support Agencies, Peak Bodies
Managers/Supervisors Only			
Direct Reports:	5	Team Salary Budget:	\$520,000 per annum Total of direct reports’ salaries

## Position Outline

Key Responsibility Areas
<p><b>Team Leadership</b></p> <ul style="list-style-type: none"> <li>• Provide direction, support, and motivation to housing staff, establishing clear goals and accountability</li> <li>• Ensure each staff member can develop skills and capabilities that will improve their performance and the overall performance of the team</li> <li>• Effectively communicate and engage with staff, leveraging their collective capability while showing decisive leadership where necessary</li> <li>• Maintain a culture of person-centred practice within the housing team, seeking to maximise positive renter outcomes and sustain tenancies wherever possible</li> <li>• Effectively implement Baptcare’s Performance and Development Planning process with all direct reports</li> </ul>

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## Operational Management

- Oversee and be responsible for the provision of efficient and effective operations of BAH's tenancy management services, including in relation to the Sanctuary program
- Ensure that tenancy management activities are undertaken in accordance with policy and legislative requirements
- Work closely with the Facilities Coordinator to ensure that property assets are maintained to a high standard, tasks are allocated appropriately between Tenancy Workers and the Facilities Coordinator, maintenance budgets are adhered to and property related KPIs are met
- Ensure rent collection and rental arrears are effectively and efficiently managed
- Ensure key risks are identified and managed in accordance with the organisation's policies and procedures

## Stakeholder & Relationship Management

- Develop and maintain positive relationships with suppliers, funding partners and regulators
- Build partnerships with external support agencies to facilitate sustainable tenancies
- Ensure funding and service agreement requirements are met and foster collaborative partnerships with funding bodies
- Work collaboratively with Sanctuary management, providing specialist advice on housing matters relevant to the development of the program, and overseeing the provision of appropriate tenancy services
- Professionally represent Baptcare Affordable housing at meetings, seminars and conferences as required

## Renter Engagement

- Oversee the completion of BAH's annual renter satisfaction survey, analyse results and implement improvement actions
- Take the lead in ensuring high standards complaints management and record keeping across the team
- Ensure high standards of renter communication are maintained
- Contribute to identifying and implementing new renter engagement initiatives

## Continuous Improvement

- Work closely with the Manager Baptcare Affordable Housing and the Housing Project Worker to drive continuous improvement of tenancy services, through review and development of policies, procedures and systems
- Strive for best practice in all aspects of BAH's service provision

## Reporting & Financial Management

- Assist the Manager Baptcare Affordable Housing in ensuring that complete, accurate and timely reporting is undertaken to the BAH Board, funding partners and regulators
- Contribute to the preparation of annual budgets, in consultation with the Manager Baptcare Affordable Housing and the Finance Business Partner
- Monitor performance against budget and take corrective action where required
- Coordinate the accurate and timely completion of regular rent reviews

## Strategic Analysis and Planning

- Contribute to the development and implementation of BAH's operational and strategic planning

## Workplace Health & Safety

- Report WHS hazards, injuries and incidents (including near misses)
- Act responsibly to protect your safety and the safety of others
- Participate in and contribute to WHS improvement activities including inspections, audits and other view activities
- Ensure tools, equipment, PPE and clothing are in a safe condition before use and report/fix any defects as appropriate
- Actively participate in rehabilitation and return to work activities following any work-related injury
- Comply with responsibilities under the WHS Management System and any reasonable instructions, including during emergency situations
- Ensure any incidents you encounter are reported, supporting any investigations and supporting the implementation of preventative measures

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## Key Performance Indicators

- High levels of renter satisfaction and team engagement
- Meeting 'preferred' or 'satisfactory' Housing Registrar KPM benchmarks for the BAH social housing portfolio
- Timely preparation of reports to meeting Housing Registrar and Homes Victoria requirements
- Minimal rent arrears through effective arrears management
- Evidence of continual improvement in BAH's operational systems, procedures and policy
- Properties maintained to high standards and levels of safety
- High levels of compliance across all facets of BAH's operations
- Performance and Development Plans implemented and effectively managed for all direct reports

## Key Selection Criteria

- Demonstrated and extensive experience in the community and/or public housing sectors, including in a management or team leader capacity
- Strong knowledge of the Residential Tenancies Act and other applicable legislation and regulations applicable to community housing
- Extensive experience in preparing and presenting cases at Victorian Civil and Administrative Tribunal (VCAT)
- Experience managing a team and cultivating a positive, productive and supportive culture
- Excellent written and verbal communication and interpersonal skills, with the capacity to communicate effectively and negotiate with a range of stakeholders.
- Strong IT literacy, including proficiency in Microsoft Office and tenancy/property management software.
- Demonstrated skills in time management, prioritisation, planning, and organisation to efficiently handle multiple responsibilities.
- Strong numeracy and financial acumen.
- Alignment and commitment to Baptcare's Mission, Vision and Values

## Employee Profile

### Qualifications & Experience

Essential:	<ul style="list-style-type: none"> <li>• Tertiary qualification in a relevant field.</li> <li>• Extensive experience in community or public housing tenancy management.</li> <li>• Experience managing a team.</li> </ul>
Desirable:	<ul style="list-style-type: none"> <li>• A demonstrated commitment to social justice and to the empowerment of disadvantaged members of the community</li> </ul>

### Background Checks, Licences and Accreditations

Essential	<ul style="list-style-type: none"> <li>• Satisfactory National Crime Check, renewed every three (3) years</li> <li>• Driver's licence and own reliable vehicle</li> <li>• Full and ongoing Right to Work in Australia</li> <li>• Working with Children Check</li> </ul>
Desirable	<ul style="list-style-type: none"> <li>• COVID-19 Vaccinations</li> <li>• Influenza Vaccination</li> </ul>

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**DECLARATION**

Understanding and Acceptance	I have read and understand the Position Description and I understand and accept the accountabilities and requirements.		
Employee	Name:	eSignature:	Date:
Baptcare Representative	Name:	eSignature:	Date:

**PEOPLE, CULTURE AND SAFETY USE ONLY**

For Common Law, this role has been assessed by Compensation, People Systems	eSignature:	Date:
	Name:	
For roles covered by an industrial instrument (eg Vic EBA, SCHADS etc) this role has been assessed by People and Culture	eSignature:  Signed by: 6141538C30F44F3...	Date: 18 October 2024   2:39 PM AEDT
	Name: Deborah Stapleton	
This Position Description has been signed and approved by the Head of People and Culture	eSignature:  DocuSigned by: FF2FF361DD6543F...	Date: 18 October 2024   5:34 PM AEDT
	Name: Kate Harrap	

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**Mission Vision**

Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Communities where every person is cherished.



**Values**

Our Mission & Vision are lived through our WE CARE Values.

*We care about...*

*Our Customers*

*Our Team*



**Wellbeing**

... you living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.

... strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.



**Ethics**

... being genuine with you, leading with integrity and fulfilling Baptcare's purpose in harmony with community expectations.

... being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.



**Co-creating**

... building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.

... building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.



**Accountability**

... fulfilling our commitments to you and accepting our responsibilities to continually improve.

... fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.



**Respect**

... understanding and embracing your individuality, standing up for your equality and protecting your dignity.

... treating one another as we like to be treated ourselves, by welcoming differences with an open mind and promoting equality and dignity.



**Effectiveness**

... being focused on achieving the best outcomes for you, with you.

... ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.



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