

Role description & person specification

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| **Title of Role:** **Intensive Tenancy Coordinator - Disability****Term of Appointment: Part time (30 hours per week)**  |

**ABOUT THE ROLE**

**1. Summary of the role’s aim**

The Intensive Tenancy Coordinator is responsible for:

* Ensuring inhousing continues to provide professional property and tenancy services
* Providing individualised appropriate support and case management to people living with disability whose tenancy with inhousing is at risk.
* Ensuring housing related designs or modification requests are undertaken in a manner which enhances positive behaviour, and which avoids setting our tenants apart as different to their neighbours.
* Ensuring engagement with stakeholders to develop and work together on individual case management plans.
* Maintaining networks of local support services that are relevant for the needs of people living with disability who are at risk of homelessness. This may include government, non-government organisations and relevant private sector providers.
* Supporting the development and maintenance of good practice landlord-tenant relationship.

**2. Main Benefits (Outcomes)**

The success of this role will be reflected by an improvement in the life chances of people living with disability[[1]](#footnote-1) through:

* Tenancies and rents are managed in a fair and equitable manner
* Increased retention of tenants presenting with complex needs
* Reduction in neighbourhood complaints
* Increased capacity to identify appropriate housing features which enhance individual functionality and positive behaviour options using a contemporary approach.
* Increased access to knowledge and information in situations where a tenancy is showing early stages of failure.
* Greater tenant understanding of, and participation in, the NDIS.

**3. Main Deliverables (Outputs)**

Contribute to the inhousing’s Tenancy Team by:

* Deliver strategies which assess complex tenant need and which successfully sustain an individual’s existing home in the community.
* Delivery of advice and planning to the Tenancy Team on complex tenancy matters.
* Coordinate complex tenant issues and neighbourhood complaints consistent with agency policies.
* For tenants who present with behaviours of protest/concern, triage and respond to housing modification requests or property damage reports in a manner which consistently enhances positive behaviour.
* Ensuring inhousing and tenancy issues are appropriately represented during case conferences discussions with agencies and services.
* Development and distribution of information resources and advice to tenants and their support agencies.

**4. Main work activities (Processes)**

* Manage a case load providing intensive support, including referrals to specialist service coordination, and advocacy services to successfully achieve improved tenant goals and outcomes.
* Assess complex tenant needs and develop strategies to successfully sustain an individual’s existing home in the community.
* Conduct tenant and property inspections & produce detailed reports
* Completion of inquiry and reports, in response to requests for housing modifications or complex property damages to ensure solutions are focused on the needs of tenants, and enhance positive behaviour.
* Respond to neighbourhood complaints in a timely manner and consistent with policy.
* Utilise persistent and assertive engagement techniques to establish and maintain a robust professional relationship with tenancies at risk of failure and their supports.
* Coordinate case conferences including stakeholder liaison, meeting/event scheduling, document preparation, goal-setting and meeting facilitation.
* Coordinate the induction into tenancy and/or exit planning to mainstream tenancy management in conjunction with referring agencies and Tenancy team members.
* Liaise with government agencies, including NDIA, to resolve housing related funding, procedural and payment issues.
* Contribute to quality service delivery through continuous improvement activities including case reviews, services reviews and the integration of action research processes and tenant feedback.
* Respond to incident reporting requirements in times of crisis, emergency or following a complaint, in a manner which is compliant with our policies and compliance obligations. Ensure matters are escalated as required and documentation completed.
* Maintain comprehensive tenant documentation, ensuring data is entered correctly into tenant file records so they are up to date, in good order and filed correctly.
* Ensure administrative, finance, HR, risk management and asset management procedures are adhered to.
* Support and mentor colleagues by sharing your skills, knowledge and strengths to allow early detection tenancy failure to prevent crisis.
* Produce reports in a timely manner on property matters to meet the needs of management, Board and government.
* Develop resources and discuss NDIS processes with tenants, families, support providers and others.
* Appear before, and provide advice on, Residential Tenancy Tribunal Matters (including termination of tenancies)
* Respond in line with incident reporting requirements in times of crisis, emergency or following a complaint or incidences, that may be critical in nature to DHS or the NDIS Quality and Safeguarding Commission to the CEO or delegate
* Other activities as directed by CEO or delegate.

**5. Reporting/Working Relationships**

**This role reports to (role sponsor):** Leader Tenancy

**This role provides formal support and guidance to the following other roles:**

Leader Tenancy, Property Management Coordinators, Administration Assistant, Students, trainees, interns, volunteers etc who may from time-to-time be involved with Purple Orange and inhousing.

**This role is responsible for maintaining good networks with stakeholders, including:**

* Government officers, tenants, preferred trades, architects and builders
* People living with disability, and other people in their lives such as family, friends and other supporters
* Board members undertaking Board-mandated work in relevant areas
* Community Housing sector
* Community leaders and NGOs relevant to the work.

**6. Special Conditions** (Such as travel requirements, frequent overtime, etc).

The incumbent is required to:

* hold a current licence for a motor vehicle to travel within the metropolitan area and regional locations as required
* be available to coordinate out-of-hours emergency response on an occasional basis.

The role demands a commitment to:

* support the integrity of the organisation by maintaining a high standard of personal and professional conduct that supports our values, including:
	+ people living with disability having personal authority in their lives
	+ people living lives of active citizenhood
	+ inclusive communities
	+ capacity-building
	+ the exercise of ambassadorship
	+ the exercise of your best judgement in respect of safeguards for you, your fellow team members, people living with disability and their families, and other visitors to our organisation
* support, and contribute to, the achievement of the inhousing’s goals as set out in strategy and business plan documents
* initiate, and participate in, activities in support of best practice, a learning organisation, and the generation of knowledge capital
* work outside of normal business hours when needed
* participate in performance planning and review, as frequently as may be required, but at least annually, and commit to ongoing personal and professional development
* be willing to change office location if directed as a result of service development and organisational change.

Acknowledged by Role Holder ............................................... ........./....../.....

Role Sponsor................................................................ ......../......./.....

**ABOUT THE ROLE HOLDER**

**Essential Criteria**

1. Deeply felt value base in support of improving the life chances of people living with disability and their families, especially in respect to choices and inclusion.
2. Experience in the application of case management frameworks, contemporary disability approaches and community capacity building strategies.
3. Experience in assessment, assertive outreach strategies and ability to effectively engage with people living with disability with challenging and/or trauma related behaviours.
4. Demonstrated understanding of the disability and housing sectors with a focus on housing and the risk factors that may result in people living with disability experiencing failing tenancies.
5. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families/carers and key stakeholders.
6. Capacity to provide superior customer service and to work alongside marginalised and vulnerable individuals to achieve and maintain successful tenancies.
7. An inquisitive and analytical mindset, with the ability to self-start and achieve genuine measurable outcomes.
8. Demonstrated capacity to prioritise, work under pressure and meet deliverables relating to budget and timelines.
9. Demonstrated capacity to build effective relationships with a wide range of people, including, tenants, families, service providers and others.
10. Demonstrated capacity to communicate effectively both verbally and in writing with well-developed computer and information recording skills.
11. Demonstrated ability to contribute to the maintenance of a harmonious, safe and healthy workplace, free of harassment, unlawful discrimination and bullying, where diversity is valued.

**Desirable criteria**

1. A relevant tertiary qualification
2. Personal insight of what it means to live with disability
3. Ability to use software applications to manage tenancy/property information.
4. Knowledge of legislation and policy settings and how they impact people living with disability, in particular those that relate to the National Disability Insurance Scheme.
1. Throughout this document we acknowledge and support the benefits that family members can also gain from this role [↑](#footnote-ref-1)