



Position Description

1. POSITION IDENTIFICATION

Position Title	Tenancy Coordinator
Team	Housing Services
Location	Richmond and other offsite offices as required
Classification	Level 4
Time Fraction	To be agreed

2. POSITION PURPOSE

Provide tenancy management services for directly managed tenancies and tenant members of Community Managed Co-operatives (CMCs), often in collaboration with the housing co-operative, in a manner that fosters successful long-term tenancies within a community housing program.

Provide an arrears management service to Common Equity Rental Housing Co-operatives (CERCs), monitoring and responding to rent arrears as contracted by the CERC Board.

3. ORGANISATIONAL DESCRIPTION

Common Equity Housing Limited (CEHL) is Victoria's largest Housing Association and is both a provider and developer of affordable housing. CEHL uses co-operative housing models to empower people to build strong communities through better housing solutions.

CEHL is an enabler; partnering with member co-operatives, to deliver an effective, sustainable cooperative housing program. Our strategic outcomes are to:

- Achieve enabled co-operatives, empowering and engaging their members;
- To be sustainably growing our social, environmental, cultural and economic impact; and
- To be strongly contributing to a revitalised and innovative affordable housing system.

Our values statements are:

- We care for one another;
- We are responsible;
- We work together; and
- We make a difference.

CEHL is a not for profit organisation, governed by a Board of 11 Directors and whose shareholders are member co-operatives

The organisational structure comprises the following teams:

Program Development, Co-operative Development & Strategy, Housing Services, Asset Management, Property Development and Acquisitions, Financial Services, Human Resources and Administration.

4. KEY RESPONSIBILITIES

Services Provided

Establish new tenancies and process vacating tenancies by:

- Conducting sign-up appointments ensuring tenants are fully informed of their rights and responsibilities.
- Establishing and finalising rent accounts, taking action to recover outstanding rent where necessary.
- Ensuring tenant maintenance responsibilities are fulfilled and the property is ready for subsequent tenancies.
- Attending evictions to ensure that the processes are carried out according to CEHL policy and procedures, tenancy legislation, and Victorian Civil Administrative Tribunal directions.

Manage ongoing tenancies by:

- Maintaining tenancy records and related databases, ensuring all files and notes are up to date.
- Monitoring rent payments and acting on rental arrears.
- Conducting regular property inspections and responding to any Breaches of Duty identified.
- Assessing complaints and acting on identified breaches of the tenancy agreement.
- Referring tenants to support services where necessary to sustain the tenancy.
- Attending Victorian Civil and Administrative Tribunal hearings to represent the landlord in resolving breaches of the Tenancy Agreement.

Facilitate maintenance of properties by:

- Responding to tenant requests and initiating responsive maintenance.
- Inspecting properties on an annual basis and reporting maintenance needs identified during property inspections.
- Responding to tenant related damage and acting on breaches of duty relating to property maintenance.

Liaise with Co-operatives board members, tenants and partner agency staff by:

- Regularly reporting on tenancy management activities and relevant issues to Co-operative board meetings. (This includes regular attendance at Co-operative meetings

	<p>which may be held outside business hours).</p> <ul style="list-style-type: none"> • Collaborate with and offer advice to Co-operatives in the development of procedures related to tenancy management. • Collaborate with Co-operative boards and partner agencies in the development of strategies and policies relevant to management of co-located sites. • Responding to requests by Co-Operative members and tenants in a manner that fosters Co-Op control and successful long-term tenancies. • Providing advice and support to Co-operatives about Victoria Civil Administrative Tribunal processes and possession orders.
Policy and Planning	<p>Follow existing policies and procedures.</p> <p>Develop methods for providing housing management services within CEHL policy and procedure.</p> <p>Identify gaps in existing tenancy management procedures.</p> <p>Inform reviews of existing policies and procedures.</p> <p>Actively contribute to the development of procedures relevant to the area of responsibility.</p> <p>Participate in internal working parties across CEHL and organisational development activities.</p>
Supervision	None
Information and Advice	<p>Refer tenants to support services where necessary to maintain the tenancy.</p> <p>Analyse Financial reports and rental records to identify trends of concern and recommend appropriate responses to the Tenancy Team Leader and/or Co-operative boards.</p>
Financial and Budgeting	Maintain rental records and analyse arrears to ensure accuracy and determine appropriate action.
Compliance and Reporting	<p>Observe requirements of Residential Tenancies Act, and Performance Standards for Registered Housing Agencies.</p> <p>Ensure tenancy services are provided in accordance with the requirements of the program Directives and of the Co-op/CEHL Agreement.</p> <p>Maintain awareness of Owner's Corporation rules relevant to sites within the assigned portfolio.</p>
Other Duties	As directed, undertake other duties which are incidental and peripheral to the main tasks, provided that such duties are reasonably within the requirements and responsibilities of the

	<p>position. The allocation of other duties is in consultation with the staff member.</p> <p>Actively participate in professional development and the life, development and growth of CEHL.</p>
5. GENERIC RESPONSIBILITIES	
Mission / Vision / Values	To uphold CEHL's Purpose, Vision and Organisational values.
Adherence to Legal Requirements / CEHL Policy	To abide by all terms, conditions and requirements <i>including but not limited to</i> : Enterprise Agreement, Occupational Health & Safety; Equal Opportunity, Discrimination, Harassment and Bullying; Privacy; and Code of Conduct.
Teamwork / Collaboration	To work constructively and cooperatively as part of the CEHL team.
Communication	To effectively communicate with CEHL's internal and external stakeholders
6. KEY SELECTION CRITERIA	
Qualifications or equivalent industry knowledge and experience	Diploma in a related subject and relevant experience in residential tenancy management.
Knowledge	<p>Good working knowledge of Residential Tenancies Act and processes required by the Victorian Civil and Administrative Tribunal</p> <p>Knowledge of CEHL Rent Policy and other tenancy related policies and procedures.</p>
Experience	<p>Experience working independently, conducting home visits or out-of-office appointments with clients.</p> <p>Broad administrative experience.</p> <p>Experience preparing and presenting information to groups.</p> <p>Experience managing complaints or conducting legal processes</p>
Skills	<p>Strong verbal and written communication skills including the ability to communicate effectively and clearly by telephone, email and in person.</p> <p>Intermediate skills across Microsoft Word, Excel and database programs, and good working knowledge of the tenancy database (CHINTARO).</p> <p>Strong Numeracy Skills and accuracy.</p> <p>Effective administration skills.</p>

	<p>Time management skills.</p> <p>Analytical and problem-solving ability</p> <p>Ability to prepare and present tenancy matters to the Victorian Civil and Administrative Tribunal.</p>
7. ORGANISATIONAL RELATIONSHIPS / EXTENT OF AUTHORITY	
ORGINISATIONAL RELATIONSHIPS	
Reports to	Housing Services Team Leader
Direct Reports	None
Internal Contacts	All CEHL Managers and Employees.
External Contacts	Co-operative board members, treasurers, maintenance officers and member tenants and their other household members; Health professionals, tenancy advocates, guardians and financial administrators; Staff of partner agencies; Local Government employees; Police, DHS; Consumer Affairs and Victorian Civil Administrative Tribunal staff; Centrelink.
EXTENT OF AUTHORITY	
Under what level of supervision does the position operate?	<p>Works under the general direction of the Tenancy Team Leader.</p> <p>Required to manage and respond to routine tenancy matters independently.</p> <p>Responsible for managing their own diary and planning work in accordance with set timelines.</p> <p>Decisions made in the position:</p> <ul style="list-style-type: none"> • Negotiating tenancy start and finish dates • Negotiating rent payment arrangements • Negotiating arrears repayment agreements • Authorising short term extensions or variations to repayment agreements • Determining appropriate applications / outcomes to be sought at VCAT • Initiating responses to emergency situations • Authorising alternate accommodation in emergency circumstances
How is the freedom to act controlled or limited?	<p>A workload portfolio is allocated to the position but the incumbent is expected to adjust priorities and work flow in response to issues arising outside that portfolio.</p> <p>Required to refer the following decisions to the Housing Service Manager via the Tenancy Team Leader:</p>

	<ul style="list-style-type: none"> • Proposed exemptions to allocations policy • Proposed exemptions to rent policy • Proposed purchase of a Warrant of Possession
What degree of guidance or advice is available when problems occur?	Guidance regarding complex tenancy matters is available from the divisional manager and/or Tenancy Team Leader. Guidance may not be available within the time required to respond to urgent matters related to tenant safety. Where guidance is not available the Tenancy Coordinator holds the authority to make decisions within the bounds of the Residential Tenancies Act.
Where can solutions to problems be found?	<p>Housing Services Manager</p> <p>Tenancy Team Leader</p> <p>Residential Tenancies Act.</p> <p>Consumer Affairs information.</p> <p>Performance Standards for Registered Housing Agencies.</p> <p>Existing CEHL Policy such as Policy Advisory Committee guidelines and the Operations Procedures Manual.</p> <p>Existing Housing Services policies and procedure guides.</p> <p>Advice and expertise of Co-op Support/Development Coordinators.</p> <p>Advice and expertise of Finance Monitoring team members.</p> <p>Community Housing Federation of Victoria legal advisor</p> <p>Local Government, Consumer Affairs, Victorian Civil and Administrative Tribunal and Department of Human Services websites.</p>