

Hume Community Housing

Tenancy Sustainment Coordinator



Position Title:	Tenancy Sustainment Coordinator	Department:	Neighbourhood and Customer Services
Reports To:	Coordinator, Neighbourhood Programs		
Direct Reports:	Nil	Location:	Fairfield/Parramatta
Position Purpose:		Position Dimensions	
<p>The Tenancy Sustainment Coordinator is responsible for tailored direct and coordinated support to customers experiencing a range of complex needs with the purpose of promoting/supporting sustainable tenancies and wellbeing, ensuring best practice in quality tenancy management and cohesive communities.</p> <p>This will be achieved through the effective management of and a coordinated response to customers affected by/or experiencing personal crisis or risk to their tenancy. The coordinator will be responsible for enhancing Hume’s anti-social behavior response plans, ensuring a fair and transparent process, mitigating disputes through mediation and resourcing neighbours and customers to respond appropriately</p> <p>The Tenancy Sustainment Coordinator will manage a smaller portfolio of customers at risk of non sustainment of tenancy, linked with complex support needs, linking with local community service providers to achieve successful outcomes for customers and neighbours within a coordinated case management approach</p> <p>The Tenancy Sustainment Coordinator is also responsible for continual service improvement and supporting the Neighbourhood Officers professional development needs, overseeing the management of low category anti social behaviour and low risk complex needs cases by</p>		Award Title: SCHADS	
		Award Level: 5	
		Delegation authority:	
		Refer to Schedule of Delegations	

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Key Accountabilities	Key Activities
<p>1. Support the achievement of the organisation’s vision through the effective support and leadership of neighbourhood officers in a supportive, collaborative and safe environment.</p>	<ul style="list-style-type: none"> • Recruitment and selection • Coaching and mentoring the Neighbourhood Officers with low level ASB and Complex Need cases • Workplace health and safety • Employee training
<p>2. Support the success of relevant Housing programs by contributing to the development and implementation of the department’s Service Delivery Plan (SDP).</p>	<ul style="list-style-type: none"> • Assist with the development and implementation of the Neighbourhood Services tasks and programs. • Report on adherence to relevant programs assigned to the Tenancy Sustainment Coordinator
<p>3. Demonstrate commitment to improving the lives of customers and sustainability of tenancies and neighbourhoods</p>	<ul style="list-style-type: none"> • Ensure the continual improvement of the services offered to customers in line with feedback received through wellbeing surveys and other monitoring mechanisms • Develop and distribute easy to understand fact sheets and information for customers explaining ASB reporting and lease obligations under the RTA • Work closely with Neighbourhood Officers to establish cross-team collaboration practices that support customers to manage their complex needs by exploring available support options, legal responsibilities and developing multi agency coordinated care agreements with a goal of breaking isolation, preventing and reducing anti social behavior and sustaining tenancies. • Contribute to the review of customer circumstances at referral point from and to the NSO in conjunction with Housing Options Team to assess ongoing eligibility and suitability in social, affordable tenancies and facilitate movement through housing continuum. • Contribute to lease resign decisions where the customer is within a fixed term lease and ASB has been raised/supported or other private

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	<p>accommodation may be an option</p> <ul style="list-style-type: none">• Educate and support customers in reporting ASB and contributing to neighbourhood impact statements to facilitate building of strong safe communities with positive identity and give the neighbours a voice in tribunal cases• Manage NCAT applications related to the investigation of ASB complaints and termination of tenancies/Specific Performance Orders where required• Collaborate in delivery of Housing Plus services with Community Cohesion Team, Housing Coordinators and Neighborhood Officers to establish cross-team collaboration practices that ensure customers are appropriately linked to a range of internal and external social, recreational, economic and health & well being opportunities available to them whilst navigating the housing continuum• Ensuring access to funding and resources for the development and management of programs and projects aimed at enabling customers independence, seamlessly integrated communities; early intervention and preventative action to reduce ASB and customer health concerns/isolation as a result of complex needs mental health including hoarding disorder• Ensure that individual customer needs are assessed and included in Tenancy Sustainment Coordinators portfolio or referred back to the neighbourhood officer with a low risk case plan in place• In conjunction with Neighbourhood officers and Coordinator Neighbourhood Programs, provide responsive support to customers during times of emergency or crisis such as complex fires, severe crime responses etc.• Collaboration with relevant support agencies to provide specialised support in conjunction with neighbourhood officers to customers in order to build customer's capacity for independent living and transition to affordable housing, home ownership or private rental accommodation.• Build and maintain strategic relationships with a range of stakeholders including support services, council, police and health teams to
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	<p>proactively prevent tenancy complaints and manage ASB, sustain tenancies by ensuring timely access to effective coordinated services and integrated case management</p> <ul style="list-style-type: none"> • Contribute to continual improvement by managing the anti social behavior register, reviewing wellbeing survey outcomes and Property Care Concern register, evaluating input impact and outcomes • Guide and coach others in successful tenancy complaint resolution
<p>4. Ensure Neighbourhood and Customer Services team meets its financial goals and budgets by proactively preventing and reducing anti social behavior, hoarding and squalor and minimising voids and vacancy times.</p>	<ul style="list-style-type: none"> • Linking with Allocation and Void Officers to analyze increased terminations from complexes to swiftly identify and respond to contributing wellbeing factors such as ASB, mental health, child protection or domestic violence. • Contribute to development and implementation of letting strategies where necessary. • Contribute to Social housing Outcomes Plan and Neighbourhood Planning to enable customer’s independence and cohesive communities.
<p>5. Ensure the provision of excellent tenancy and property management services to customers in line with relevant policy and procedures and legislation</p>	<ul style="list-style-type: none"> • Ensure that properties are maintained in a clean, safe and habitable condition by responding effectively to hoarding and squalor • Oversee the administration of coordinated care plans
<p>6. Support the Neighbourhood Services Team meet its legal and ethical obligations.</p>	<ul style="list-style-type: none"> • Maintain knowledge and adherence to relevant legislation, guidelines and workplace policies including: <ul style="list-style-type: none"> ○ Residential Tenancy Act ○ Privacy Act ○ Workplace Health and Safety, ○ Other relevant legislative frameworks as required • Ensure the timely and accurate recording of all case notes and customer information in the relevant system(s) • Prepare and distribute relevant reports to stakeholders • Maintain an awareness of social issues and obligations (child protection, mental health, domestic and family violence)

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Qualifications and Experience

The following experience is desirable for this role:

- Demonstrated experience with managing small to medium teams
- Demonstrated case management experience with customers in a range of complex situations
- Knowledge of Residential Tenancies Act; Future Directions NSW; Social and Affordable Housing

Qualifications may include:

- Certificate IV in Community Services or equivalent

Hume Key Competencies

	<p>Social Awareness: Understands cultural and social differences inside and outside of the organisation and uses this knowledge to guide communication and behaviour. Advocates for the rights of others and demonstrates a commitment to minimising the organisation’s carbon footprint.</p>	
	Demonstrates environmental awareness	Level 2
	Demonstrates social awareness and a commitment to social justice	Level 3
	Values diversity	Level 3
	<p>Customer focused: Keeps customers (internal and external) as the focal point of all activity. Actively seeks to delight customers through excellent service and maintaining a commitment to customer communication and consultation.</p>	
	Committed to service excellence	Level 3
	Engages and consults with customers	Level 3
	<p>Personal and Professional Excellence: Develops and maintains an understanding of the internal and external environment and takes responsibility for delivering work outcomes with efficiency, professionalism and integrity. Demonstrates a commitment to personal development and improves specialised technical/professional knowledge and skills to achieve personal and organisational goals.</p>	
	Actively maintains sector knowledge and business awareness	Level 3
	Acts with professionalism and personal integrity	Level 3
	Plans and organises (including strategic planning)	Level 3
	Develops and maintains competencies	Level 3
	<p>Operational Excellence: Delivers best practice outcomes for customers and the organisation by demonstrating a commitment to consistent quality standards and continuous improvement. Adopts and/or implements strategies, policies, procedures and systems that ensure efficient and effective business operations within the relevant legislative and compliance framework.</p>	
	Develops and maintains workplace policy and procedures	Level 3
	Strives for consistent quality standards and continuous improvement	Level 3
	Supports and manages change	Level 3
	Uses and harnesses technology	Level 2

	Manages risk, compliance and the corporate governance frameworks	Level 3
	Builds Strategic Relationships and Partnerships: Actively seeks to build effective relationships and partnerships inside and outside of the organisation to support the achievement of personal and professional goals and the continuous growth and success of the organisation. Works collaboratively with all stakeholders, including competitors, considers the needs of others, and enthusiastically supports all team members achieve their objectives.	
	Builds relationships and networks	Level 3
	Collaborates and works effectively in a team	Level 3
	Leadership and Managing People: Creates and communicates a clear vision and direction for the business and ensures all staff are clear on their part in achieving that vision. Motivates staff to achieve their goals through inspirational leadership, developing and managing performance in an environment where people can reach their full potential.	
	Develops and communicates the vision	Level 3
	Demonstrates leadership	Level 3
	Demonstrates excellence in people management	Level 3
	Project Management: Participates in and/or leads successful projects using strong communication and organisational skills to balance conflicting priorities and manage resources. Manages programs of work using effective project management methodologies and tools.	
	Excellence in program and project management	Level 3
	Communication: Builds credibility and trust through effective and appropriate communication skills with all stakeholders. Listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication to suit specific situations in order to win support, gain cooperation or overcome objectives and barriers.	
	Effective verbal communication	Level 3
	Excellent written communication	Level 3
	Negotiates with skill and influence	Level 3
	Resolves issues and conflict	Level 3
	Problem Solving and Decision Making: Identifies and analyses situations and/or issues, considers options, develops solutions and implements and monitors appropriate solutions.	
	Analytical thinking and problem solving skills	Level 3

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Manages Resources, Assets and Sustainability: Effectively manages and values the organisation’s financial resources, assets and equipment. Ensures the organisation remains viable and sustainable through best practice purchasing protocols, monitoring supplier performance and ensuring all purchasing decisions support the business strategy and offers value for money.

Financial management

Demonstrates sustainable procurement practices

Level 3

Level 3

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