

## Tenancy Support Officer | Position Description

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<b>Employment Type:</b>	Part-time (0.8 FTE)
<b>Term:</b>	Fixed Term 12 months
<b>Location:</b>	New South Wales
<b>Reports to:</b>	COO
<b>Purpose:</b>	Provide housing assistance solutions and tenancy management in a specific housing portfolio.

### About the Summer Housing

Established in 2017, Summer Housing's mission is to expand the range and scale of diverse housing options for people with disability living in, or at risk of admission to, residential aged care, particularly younger people.

Summer Housing's vision is to see all people with disability and complex care needs have the opportunity to live in high quality housing that enables them to live as independently as possible, enhancing their health, wellbeing and participation in the community.

Summer Housing will achieve its vision by demonstrating leading practice in housing design that enables independence and community inclusion. We will do this by commissioning 300 additional units of housing for people with disability.

### About the Position

The role of the Tenancy Support Officer is to provide delivery of excellence in customer service through managing stakeholder performance to ensure the sustainability of tenancies.

### Responsibilities and Duties

- Ability to respond and engage with people with disability in a housing / accommodation setting,

- Engage, inform and collaborate with key project stakeholders on assigned housing portfolio to achieve sustainable tenancies,
- Liaise with project stakeholders and tenants to resolve tenancy issues,
- Attend regular project meetings with project stakeholders
- Address issues with project stakeholders and maintain appropriate and accurate records,
- Review performance of project stakeholders and provide regular reports to line manager as required,
- Provide appropriate and correct tenancy related information to project stakeholders and others as necessary,
- Maintain current waiting list of prospective tenants and fill vacancies,
- Maintain knowledge and working relationships with other community services,
- Maintain up-to-date knowledge of relevant NDIS and Specialist Disability Accommodation legislation and other associated legislation.

## **Skills and Experience**

### **Essential**

- Demonstrated awareness of the key issues faced by people with disabilities relating to housing,
- Understanding of NDIS, with particular reference to Specialist Disability Accommodation (SDA) preferred,
- Skilled in managing customer expectations and applying discretion in dealing with sensitive issues and environments,
- Experience in delivering quality client service,
- Ability to work well in a team and autonomously,
- Good organisation skills and an ability to work to strict deadlines and work well under pressure,
- High level interpersonal and communication skills with a demonstrated ability to liaise effectively at all levels and the ability to negotiate and influence successful outcomes,

- Strong reporting skills and competency with Microsoft programs, particularly Word and Excel,
- Well-developed problem solving and influencing skills including ability to recommend strategies for resolution,
- Current driver's license or access to transport.

### **Core Competencies**

The Job Holder's values will match those of the organisation. Summer Housing's values include:

- We are creative, innovative and resourceful. We continually strive to be the best.
- We act with integrity and honesty in everything we do.
- We communicate openly by exchanging information and actively listening to all stakeholders.
- We value and recognise the contributions of our colleagues, both locally and globally.
- We enjoy working together to achieve outstanding results and total job satisfaction.
- We act professionally and pursue excellence in all areas of our work.
- We act responsibly within our community and care for the environment.

### **Other Relevant Information**

- The position description is indicative of the initial expectation of the role and subject to changes to Summer Housing goals and priorities, activities or focus of the job.