



ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC

Tenancy Worker

POSITION DESCRIPTION

Position Title and Program Designation: Tenancy Worker, Housing Program

Status: Part time, permanent

Work Hours: 64 hours per fortnight

Pay Award and Classification: QCSCA Award Level 5

Although there is some flexibility in working hours, according to the needs of the team, it is expected that as far as possible, this position is worked 8 hours per day, 8 days per fortnight covering the service hours of 9.00am – 5.00pm Monday to Friday. Specific start and finish times and work days will be negotiated with the Manager with reference to your own needs, the needs of the Program team, and the wider organisation. This position may occasionally require some after hours or weekend work as directed by the Manager and/or Management Committee.

FUNDING

This position is contingent on recurrent funding from the Queensland Department of Housing and Public Works. Should funding be discontinued employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation fulfilled.

REPORTING AND ACCOUNTABILITY

This position is directly accountable to the Senior Practitioner, Housing Program and indirectly to the Manager and to the Zig Zag Management Committee. All employees are expected to engage in supervisory processes and to be accountable for all aspects of their work at Zig Zag.

DATES OF REVIEW

This position description is to be reviewed following Performance Planning and Review processes and as required.

HOUSING PROGRAM TEAM OBJECTIVE

The Tenancy Worker will work collaboratively and supportively within the Zig Zag Housing Program team in the effective delivery of high-quality support services to young women who are homeless or at risk of homelessness including young pregnant and/or parenting young women. The Housing Program team achieves this through the provision of supported accommodation, information and referral, case management and support, property and tenancy management, community networking and awareness-raising activities and collaborative projects.

POSITION OBJECTIVE

The Tenancy Worker position is responsible for supporting the Zig Zag Housing team in relation to tenancy and property management; and ensuring that all practices and procedures are in accordance with the Residential Tenancies Act. This position will provide a high standard of service delivery to homeless young women with a focus on ethical, respectful, culturally competent, and client centred practice; confidentiality; accountability and transparency; and record keeping, data collection, and reporting.

The Tenancy Worker position is also responsible for providing housing information and referral services to young women and workers; and participating in building partnerships and collaborative projects with other community organisations.

All employees are required to work within the bounds set by the Zig Zag mission statement, philosophy and practice framework. All employees are required to implement and adhere to the guidance provided by Zig Zag policy and procedures. This involves a commitment to:

- Utilising feminist and social justice principles in practice;
- Working within a self-management framework;
- Actively contributing to teamwork and team care;
- Utilising collaborative decision making processes, which requires a high degree of participation, communication, and personal responsibility; and
- Utilising consultative and transparent processes.

PRIMARY DUTIES:

1. Tenancy and Property Management:

- Undertake all activities involved in establishing, maintaining and finalising tenancies within Zig Zag's Supported Accommodation, as per the Residential Tenancies Act 1994 (RTA).
- Support the provision of high quality services to homeless young women through ensuring that Zig Zag maintains its responsibilities as per the RTA, and supporting young women to fulfil their responsibilities as per the RTA.
- Hold a firm commitment to protecting the confidentiality and privacy of all information relating to tenants' sensitive personal information.
- Updating VCMS on QHIP as required.
- Coordinate and maintain tenant induction and exit packs.
- Maintain accommodation asset database.
- Maintain accommodation key register.
- Liaise with members of public and businesses in relation to donations.
- Maintain property inventory list.
- Manage and maintain all Zig Zag rental properties, includes garden, lawn maintenance, and communal areas.
- Manage property maintenance and repairs, and ensure all work undertaken is monitored and completed, including active liaison with the Department of Housing and Public Works.
- Utilise Department of Housing software to calculate rental amounts.
- Utilise Xero Software to process payments made to Zig Zag from tenants on a monthly basis.
- Utilise Centrelink programs such as Centrepay to monitor rental payments and to obtain payment information for tenants.
- Maintain administrative systems and data collection.
- Work collaboratively with Finance Worker in preparation of all financial records to audit stage in relation to community housing accounts.
- Work collaboratively with the Housing team and Manager to prepare and monitor all housing service's budget.

- Appropriately inform the Manager in relation to all housing financial matters and tenancy and property management issues.

2. Housing Support:

- Manage appropriate donations of goods from the community to support young women in Zig Zag's Supported Accommodation and their transition to independent living.
- Provide information and referral, and other practical assistance to young women to access other support services when appropriate.
- Maintain accurate notes on the SHIP database and Queensland Homelessness Information Platform (QHIP) relating to assessment and referral, and property vacancy management.
- In collaboration with the Zig Zag Housing team, conduct phone and face to face interviews with young women who have been referred to Zig Zag's Supported Accommodation.

3. Community Work:

Where capacity allows, work collaboratively with the Zig Zag Housing team and broader staff team to:

- Work collaboratively in the development and implementation of time limited group programs, community education or social action projects as negotiated with the Housing team and Manager.
- Contribute to the development of innovative, user-friendly resources for young women.
- Liaise, consult and develop strategic links with other service providers in order to provide collaborative support when appropriate.

4. Organisational and team participation:

Zig Zag is a feminist organisation that uses collaborative decision making processes. Many operational and service delivery related decisions are made within the Zig Zag Housing Program Team and the wider staff team. The Tenancy Worker position requires a high degree of skills in collaborative decision making and will be accountable to the relevant teams for decisions made. Each team member is expected to foster and maintain a supportive and open team environment through the consistent use of open and respectful communication. The following list identifies

tasks that the Tenancy Worker position is expected to participate in with respect to the general operations of the organisation.

Organisational Participation at Zig Zag

- Prioritise participation in staff meetings.
- Actively participate in monthly internal supervision and regular external supervision.
- Represent Zig Zag and its programs appropriately and professionally to the community.
- Advocate on behalf of Zig Zag as determined by the staff and/or Management Committee.
- Provide input into organisational systems and policy development.
- Participate in organisational planning, review and evaluation, including Strategic and Operational Planning.
- Attend Management Committee meetings as required and/or as determined within the team.
- Participate in human resource processes as required (e.g., recruitment processes, student supervision).
- Participate in organisational team building activities as required.
- Where possible and appropriate be actively involved in project development including the acquisition of funds.

Participation in the Zig Zag Housing Team

Many of the decisions regarding the work of the Program team will take place in team meetings including case and workload management and approaches to direct service delivery. This requires that the Tenancy Worker participate in the following:

- Regular review and development of policies and procedures directly related to the service delivery functions.
- Active participation in team decision-making processes including team meetings and team group supervision.
- Active embracement of a team culture that is supportive, accountable, transparent and self-reflective, and that supports a high level of ethical practice.
- Development of collaborative, purposeful and respectful relationships with workers in other services.

- Participate in Performance Planning and Review (PPR) processes every 12–18 months.
- Attendance at relevant training as negotiated within the team and with your supervisor.
- Participation in the evaluation and documentation of the work undertaken.
- Collection of relevant reporting data for the funding body and completion of other reporting requirements including monthly reports to Management Committee and Program input into the Annual Report of the Association.
- Undertaking the administration responsibilities relevant to your role within the organisation.
- Participation in relevant forums/networks in relation to issues relevant to the Program team.

ESSENTIAL REQUIREMENTS

- An Advanced Diploma in Community Work, Youth Work or related area.
- A minimum two years' work experience in the youth, homelessness, or women's service sectors.
- A clearly defined practice framework that incorporates intersectional feminist and social justice perspectives.
- Current 'C' class driver's license.
- Possession of a current Working with Children Blue Card.
- Sound level of computer literacy including a working knowledge of standard Microsoft Office 365 programs.

KEY SELECTION CRITERIA

1. Demonstrated experience in tenancy and property management and a high level of knowledge of the *Residential Tenancies and Rooming Accommodation Act 2008 (Qld)* and financial administration related to property management in a community based supported housing organisation.
2. An understanding of the issues relevant to young women from diverse backgrounds, including a broad knowledge on the social factors impacting on young women experiencing homelessness, disadvantage, and marginalisation.
3. Demonstrated commitment to work within Zig Zag's stated aims and values, including an understanding of feminist and social justice principles as they relate to practice and approach.
4. Demonstrated knowledge of the youth homelessness and social housing sectors in Queensland and capacity to develop appropriate networks to support referral pathways.
5. Demonstrated high level of interpersonal communication skills including a commitment to self-reflective processes, collaborative decision making, and to transparent and accountable communication styles.
6. Excellent personal work habits, including time management, administrative and planning skills; and the flexibility to work effectively as an autonomous worker, as part of a team, and under managerial direction.