



Position Description
Locum Tenancy/Admin Worker
Part-Time
(6 months)

POSITION:	Tenancy/Admin Worker
LOCATION:	North West Youth Accommodation Service Inc. 3/47 Blackwood St, MITCHELTON Q 4053
CLASSIFICATION:	Level 2.1-2.3 Social Community Home Care and Disabilities Services (SCHADS Award) – CAE Scale \$35.18 per hour - \$37.21 per hour
HOURS:	32 hours per week

1. Primary Objective

- 1.1 The primary objective of the Tenancy/Admin Worker is the effective administration of tenancies managed by NWYAS and the provision of office administration support to enable the organisation to provide high quality services to clients.

2. Environment

- 2.1 NWYAS is incorporated and registered as a charity, receiving funding from the Department of Housing and Public Works under the Specialist Homelessness Services (SHS) and Crisis Accommodation Programs.
- 2.2 You will join a small supportive team to fill a locum six month position.

3.0 Primary Tasks:

Administrative Duties:

- 3.1 To provide office administrative duties including; managing incoming telephone calls, correspondence, stationery and office purchases, processing invoices for payment.



- 3.2 Participate in Staff and Administration meetings, including the development of agendas, taking of minutes and meeting preparation as required.
- 3.3 To work effectively as a member of a team in a small team environment.
- 3.4 Other duties as required by the Manager.

Tenancy Duties:

- 3.5 Undertake all administrative duties related to the management of tenancies, drawing up offers of accommodation, Tenancy Agreements, Condition Reports and inventories, issuing of Notices, lodgment and refund of bonds and rent calculations and monitoring of incoming rents.
- 3.6 Arrange and conduct regular visits to properties to carry out inspections and final inspections.
- 3.7 Logging, managing and overseeing maintenance work. Maintain ongoing contact with Real Estate Agents and contractors in response to requests for information, maintenance and repairs.
- 3.8 Preparation of properties for tenanting.
- 3.9 Liaise with tenants to ensure timely and efficient response to rent arrears and breaches of tenancy agreements.
- 3.10 Maintain all paperwork in relation to tenancy functions including tenants' register, maintenance and assets register, register of notices, tenant files and property files.
- 3.11 Maintain a current awareness of relevant legislation and guide team discussions and processes where required.

4. Working Hours and Conditions

- 4.1 The Tenancy Worker works 32 hours per week, worked at a designated time between 8am and 6pm, Monday to Friday.
- 4.2 The Tenancy Worker position accrues 4 weeks annual leave with leave loading per annum, 2 weeks sick leave per annum and approved training leave. Please note: this is a 6 month locum position.
- 4.3 NWYAS is committed to ongoing staff development and workers are encouraged to participate in seminars and workshops related to their positions. Training fees may be paid by the organisation with prior approval.

5. Extent of Authority

- 5.1 Direct accountability to the Manager and responsibility to ensure that the mission, policy, aims and objectives of the organization are upheld.

6. Selection Criteria

SELECTION CRITERIA

Short listing of candidates for interview will be based upon assessment of how well the following selection criteria are addressed. Please provide a response of no more than half a page per question to the criteria listed below. It is essential you set out your application in a way which maximises the ease with which your skills and competencies can be assessed against these criteria.

Please note: APPLICATIONS THAT DO NOT RESPOND TO THE SELECTION CRITERIA WILL NOT BE CONSIDERED

1. Qualifications, skills or experiences working with vulnerable people or young people and/or an understanding of issues relating to homelessness.
2. Demonstrated experience or understanding of the Residential Tenancies Act, or discuss your ability to rapidly acquire this knowledge.
3. Sound computer skills, including the use of the Microsoft suite (Word, Excel and Outlook) as well as other data management systems, or the capacity to rapidly acquire these skills.
4. Experience and/or skills communicating effectively with a diverse range of people.
5. Experience or capacity to work effectively in a fast-paced, small team environment.
6. Ability to teach people new skills, monitor their skill develop, give feedback and where required to have difficult conversations with young people (ie around complaints, breaches, rent arrears etc).
7. Experience and/or capacity to undertake careful work with deadlines, where unexpected situations can arise. Discuss your experience and strategies around time management.

Requirements:

- It is a **mandatory requirement** that you have - or are able to obtain - a Working with Children Check (Blue Card).
- To be able to operate organizational vehicles you must have a current Queensland Motor Vehicle License that has been sighted by the Manager.

To apply, please:

1. Respond to the Selection Criteria, clearly labelling which selection criteria you are responding to and responding in no more than half a page per selection criteria
2. Provide a current Curriculum Vitae/Resume
3. Provide a name and contact number for two work related referees

Applications can be sent via e-mail or post.

All applications must be received by 9am Tuesday 29 January 2019

Please post your application to:

The Selection Panel
NWyAS
PO Box 6307
MITCHELTON. QLD 4053

OR EMAIL
manager@nwyas.org.au

Queries can be directed to:

Nicole Walsh, Manager on manager@nwyas.org.au or 3855 5233

Further information about North West Youth Accommodation Service INC can be found on our website at:

<http://www.nwyas.org.au>