

Position Description



Job title	Administration and Tenancy Assistance Officer
Department	Specialist Re-entry Services
Reports to	Team Leader
Date prepared/reviewed	May 2021
Location	Inner City Hub (ICH)
Position Details	Full Time

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose

The purpose of this role is to:

- Provide administrative, property maintenance and property support to the Team Leader and Practice Lead; to ensure effective service delivery
- Network and build sustainable relationships with real estate agencies and private property owners to identify and source private accommodation options for custodial and community participants to assist in their release from custody and/or transition out of Uniting's Reintegration Services accommodation.
- Works collaboratively with Uniting's Reintegration Services, Department of Justice, Sex Offender Management squad (SOMS) and other relevant parties in identifying appropriate and realistic accommodation options
- Assist with applications for bond/rent assistance where appropriate.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- General Administration duties: data entry, answering/diverting telephone calls, document management (updating documents when required, binding, photocopying taking minutes for meetings, database/spreadsheet maintenance, etc.)
- Maintaining detailed property inventories, restocking if appropriate (with permission from the Team Leader)
- Property maintenance co-ordination: Being present for deliveries of furniture and appliances, ensuring maintenance of properties requests are communicated to Team Leader/Uniting Housing team, basic furniture assembly, light general cleaning of properties, purchasing (with permission from the Team Leader) household goods from approved sources, property display/styling for everyday living
- Active liaising with property managers and private landlords to source affordable and sustainable housing options for participants upon release and post-transitional accommodation
- To provide the opportunity for the transfer Uniting held leased properties to the participant through negotiations with the property manager or private landlord if deemed appropriate by the Team Leader
- Any other lawful duty required by the Team Leader.

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- Well-developed communication and interpersonal skills including the ability to work and communicate effectively with staff, volunteers and other professionals
- A desire to help others by focussing efforts on discovering and meeting their needs
- The ability to adapt and to work effectively within a variety of situations, and with various individuals or groups
- Genuine intention to work cooperatively with others and to work collaboratively
- Ability to use Microsoft applications e.g. Word, Excel
- Ability to maintain a professional attitude to people in prison and understand the importance of personal and professional boundaries and confidentiality
- Demonstrated ability to work unsupervised and manages own workload and time effectively
- Ability to work in ways that are congruent with the values of Uniting's Strategic Plan
- Having a non-judgemental approach to people.

Qualifications

Education, experience, and technical skills required for this position.

- Significant experience in relevant field or a relevant qualification
- Professional and mature outlook
- Team player and can-do attitude
- A current C class drivers' licence
- A current National Police Clearance
- Ability to gain a Prison Clearance
- Knowledge of office procedures and culture
- Knowledge of Occupational Health and Safety procedures
- Knowledge of Uniting's participant cohort and their special needs
- Networking abilities with external providers and stakeholders.

Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

- Property Managers/Real Estate agents
- Members of the Public
- Program participants
- Furniture/household suppliers
- Department of Justice staff
- Western Australian Police
- Department of Communities
- Guardians
- Public Trustees
- Other agencies as required for Individualised Case Management.