



POSITION DESCRIPTION

Community Housing Coordinator

Position	Community Housing Coordinator
Classification Level	4.1 – 4.4
Location	Wadeye
Reports to	Chief People and Strategy Officer

ORGANISATION

Located within the Top End of the Northern Territory, the West Daly Regional Council (WDRC) covers 14,000 square kilometres and has a population of more than 3700 residents throughout the communities of Wadeye, Nganmarriyanga and Peppimenarti as well as the surrounding 33 homelands, a number of which are serviced by Council. Wadeye is the largest remote community and the fifth largest town in the Northern Territory.

A young and vibrant Regional Council, our vision is to deliver quality services and support development opportunities, including local jobs for local people, along with implementing a range of strategies that will help shape a prosperous and sustainable future for the region.

The council's long-term goals are to:

- Provide good governance, leadership and advocacy
- Provide local employment and strong regional economy
- Provide high quality services within financial resources available
- Maintain and develop council's assets, natural resources and country
- Ensure Strong, safe and healthy communities that respect culture, heritage and change

ATTRIBUTES

Service Work performed is of the highest quality, innovative and solutions focused.

Ethical Applies the highest standards of integrity and ethical conduct.

Attitude Demonstrates a positive approach, appropriate behaviors and teamwork.

Discretion Makes appropriate decisions, sound judgements and communicates effectively.

Safe Work practices performed apply and promote Work Health Safety standards.

POSITION

The role of the Community Housing Officer (CHO) is to provide tenancy management support services to public housing tenants in the Community in accordance with the Housing Operational Policy

ROLE RELATIONSHIPS

Internal	External
Community Service Manager	NT Government
Administration Assistant	Australian Government
Administration Coordinator	Community Organisations
	Community & Homelands Members

DUTIES

Primary Tasks

In conjunction with the Department's overarching Tenancy Management Service, undertake community and tenancy engagement work, including:

- Deliver the Living Strong program to all households over the period of the contract to develop skills to maintain a successful tenancy, including an understanding of tenants' rights and responsibilities
- Liaise with tenants across the Community, Town Camp or Community Living Area.
- Accept (receive) tenancy forms and documents from residents, on behalf of the Department.
- Deliver letters and notices to residents on behalf of the Department.
- Assist residents to understand and complete tenancy forms and documents.
- Assist the Department in locating residents and facilitating conversations.
- As scheduled by the Department, attend and assist at meetings of the Housing Reference Group, or alternative housing forums as identified through the Local Decision Making Framework.
- Provide advice to the Community relating to tenancy management, their obligations and responsibilities as a tenant.
- Support tenants to develop knowledge and skills to successfully maintain a safe and healthy home and living environment.
- Maintain records of all engagement and interaction with residents.
- Keep adequate records in order to provide advice to the Department, in accordance with the Contract.
- Provide a point of contact for repairs and maintenance and liaise with the Remote Housing Maintenance Contractor to enable them to carry out works as per response times.

RESPONSIBILITY/ACCOUNTABILITY

Teamwork

- Develop a team approach to problem solving and encourage innovative practice.
- Provide effective communications that foster positive relationships at all levels across the community, external stakeholders and WDRC personnel.
- Support a collaborative culture with internal and external stakeholders and motivate team members by inculcating a dynamic working environment that nurtures innovation.

Work Health & Safety

- Within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.
- Contribute to organisational continuous quality improvement and internal reporting to the WHS Officer.
- Take reasonable care to protect the health and safety of staff and others.
- Actively participate in safety improvement activities.

General

- Comply with the WDRC 'Code of Conduct' and all other policies and procedures adopted by WDRC as varied from time to time.
- Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.
- Other duties, consistent with skills and experience, as directed by the Homelands Manager.

SELECTION CRITERIA

Essential Qualifications & Experience

- Demonstrated experience:
 - working with Aboriginal and Torres Strait Islander people;
 - working in remote communities in a service delivery role;
 - In the development of proposals and potential projects that require grant funding.
- Demonstrated understanding of the:
 - Indigenous culture and social and emotional wellbeing frameworks; an
 - Local and legislations in regards to Community Services & Residential.
 - Ability to maintain confidentiality, particularly with respect to tenants' personal information.
- Previous administration experience.
- Experience in a housing environment.
- National Criminal History Check clearance.
- Current Working with Children/Ochre Card.
- Vaccinated against Covid-19 (as per NT Chief Health Officer's Direction)



Knowledge, Skills & Abilities

- Capability to assess and manage risk, problem solve and negotiate successful outcomes in challenging environments.
- A proven ability to build relationships and strategic partnerships with peers, government, the Community and Community partners.
- Exceptional interpersonal, communication and organisational skills, with the ability to work effectively and sensitively with a broad range of people from diverse backgrounds, cultures and experiences
- Able to work effectively as part of a team as well as autonomously
- Ability to live and work in a remote location.
- Highly developed written and oral communication skills.
- Good organisational abilities and demonstrated capacity to maintain the functioning of a small office.
- Demonstrate competency in computer operation, including using standard word processing, accessing and using the internet.
- High level of organisational skills.

APPROVAL

Matthew Eastham

Matthew Eastham ASM
Chief Executive Officer

Dated: 24 January 2022

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