

**APPLICATION KIT**

**TENANCY**

**ADMINISTRATION**

**COMMUNITY HOUSING**



**Hinchinbrook**

**Community Support**

**HINCHINBROOK COMMUNITY SUPPORT CENTRE INC.**  
**71 TOWNSVILLE ROAD, INGHAM Q 4850**

**TELEPHONE: 4776 1822**  
**EMAIL: [linda@hcsc.org.au](mailto:linda@hcsc.org.au)**

22<sup>nd</sup> February 2022

Dear Sir/Madam

Thank you for your interest in seeking information regarding employment with the Hinchinbrook Community Support Centre Inc.

Attached information relates to:

- Application Form
- Position Description
- Key Selection Criteria
- Guidelines for Applicants

Please ensure that your application is complete and comprises –

- An Application Form
- Responses to the Key Selection Criteria
- Curriculum Vitae or Resume

Mark applications 'CONFIDENTIAL' post, hand deliver or email to:

**POST TO -**

The CEO  
Hinchinbrook Community Support Centre  
71 Townsville Road  
Ingham, Qld 4850

**HAND DELIVER TO –**

The HUB  
54 McIlwraith St Ingham 4850

**EMAIL TO –**

[linda@hcsc.org.au](mailto:linda@hcsc.org.au)

Applications must be received by close of business (4 pm) on Monday 7<sup>th</sup> March 2022. Late applications will not be received.

If you have any queries about the position, please contact me on (07) 4776 1822.

Yours sincerely

Linda McClelland  
CEO

# APPLICATION FORM

(Please complete all questions on this form)

Attach supporting documentation, addressing selection criteria to this application cover sheet.

<b>Name:</b>	
<b>Address:</b>	
<b>Email address:</b>	
<b>Telephone No:</b>	<b>Mobile:</b>
<b>Position applying for:</b>	TENANCY ADMINISTRATION – COMMUNITY HOUSING
<b>Closing Date:</b>	
<b>Previous employer:</b>	Do we have permission to contact?    YES    NO
1. Name of employer:	
Address:	
Telephone No:	Mobile:
Position held:	
Employment Dates:	
<b>Previous employer:</b>	Do we have permission to contact?    YES    NO
2. Name of employer:	
Address:	
Telephone No:	Mobile:
Position held:	
Employment Dates:	
<b>1. Name of Referee:</b>	
Address:	
Telephone No:	Mobile:
Business name:	
<b>2. Name of Referee:</b>	
Address:	
Telephone No:	Mobile:
Business name:	
Are you legally entitled to work in Australia?	YES    NO
Do you have or recently applied for a Federal Police Check?	YES    NO (Date of check or application made)
Do you hold a current Blue Card from the Commission for Children & Young People?	YES    NO You will be required to show this card at any interview.



# POSITION DESCRIPTION – TENANCY ADMINISTRATION

**POSITION:** TENANCY ADMINISTRATION

**ACCOUNTABLE TO:** ADMINISTRATION SENIOR LEADER

## **Objective of the position**

To provide:

Effective tenancy administration which strengthens the social housing business plan and supports successful tenancies.

## **Through:**

- Effective and expedient vacancy management.
- Best practice tenancy establishment and maintenance, which responds to the tenants needs and promotes social housing sustainability.
- Provide information and inclusion to social housing tenants and the community about issues affecting individuals, families and community groups.

## **Position Duties**

### **Vacancy Management**

- Monitor an internal waitlist and communicate regularly with the Department on Housing the housing needs of our community.
- To request housing applications from the Department and to facilitate the tenant selection process.
- To ensure that the tenant and property are well matched and that the tenant is provided the best opportunity to sustain their tenancy.
- To ensure that department and organisational timeframes and expectations are met.

### **Tenancy Establishment & Maintenance**

- To undertake the effective administration of RTA requirements in establishing the tenancy.
- To set up all financial and rental payment features of the tenancy and to undertake ongoing surveillance of this system.
- To establish and undertake surveillance of tenancies to ensure that the whole HCSC housing team are undertaking their activities (eg. inspections, home visits, rental and tenancy review) on time.
- To support sustainable tenancies through surveillance and prompt information, support and referral.

### **Organisational**

- To gather appropriate records and provide reports to the CEO and others as required.
- To develop work instructions, policies and procedures.
- To participate in the day-to-day running of the organisation.
- To attend staff meetings; participate in supervision, in-service training and the staff appraisal system.
- To work within and participate in a quality improvement framework.
- To manage the budget of the service.

### **Inclusion & promotions**

- Educate & inform tenants on issues relevant to them and emergent needs of the local community.
- Organise opportunities for inclusion of tenants within the community.
- Coordinate the development of appropriate promotional material on social housing options in Hinchinbrook.

## **Accountability**

The Tenancy Administration Worker is part of the Administration Team and is supported by the Administration Senior Leader. The position is accountable to the Hinchinbrook Community Support Centre Inc. CEO and through her, to the Management Committee, the staff team, and the service users.

## **Responsibilities**

- To work harmoniously and productively within the HCSC team.
- Promote community engagement and connectedness.

- Consider the needs of the administration team and at times put the needs of the team ahead of your own or your program's needs.
- Respond to identified and emergent needs of the community.
- Be flexible and culturally inclusive in-service provision.
- Provide universal access for community with a focus on vulnerable individuals, families and populations.
- Promote access to targeted services.
- Work within the policies and procedures of the organisation and the service.
- Accept performance management and coaching and focus on improvement.
- Take responsibility for the success of the organisation and to speak up with concerns or suggestions.
- Identify emerging trends and raise these for discussion in appropriate forum.
- To be aware of personal safety and stress levels and actively seek support as required.
- Report to the HCSC CEO all accidents and incidents with recommendations considered necessary to avoid, eliminate or minimise any hazardous work practices.
- Operate within the culture and values of HCSC.
- Ensure fair and reasonable assessment and delivery of service.

### **Skills required of the successful candidate**

Computer fluent with Microsoft suite

Console operation or ability to rapidly acquire skills

Legislation interpretation (Residential Tenancies & Rooming Accommodation Act 2008)

Negotiation & defusing

Scheduling & simple project management

Prioritising daily work requirements

Report writing

Problem solving

Home maintenance knowledge for problem solving

Auditing eye to support inspections

### **Attributes required of the successful candidate**

Communication

Influencing

Self-reflection & open to feedback

Organisation & meet deadline

Work with limited direction

Trustworthy & honest

Team player

Follow through, job completion and process integrity

### **SALARY:**

Social, Community, Home Care & Disability Services Industry Award 2010

### **HOURS OF WORK:**

Part time position, with some negotiation in spread over week

Hours need to be worked between 8.15 – 4.00 daily with (1/2-hour unpaid lunchbreak - compulsory)

### **COMMENCEMENT DATE:**

ASAP or as negotiated

## KEY SELECTION CRITERIA

In order that your application is considered for the position available at Hinchinbrook Community Support Centre each of the following selection criteria must be briefly addressed.

Short listing and selection will be based upon these Key Selection Criteria:

<b>Selection criteria</b>	<b>Essential</b>
Thorough knowledge of the use of computer software applications in particular Microsoft Word, Access and Publisher and an ability to acquire knowledge of new software applications.	✓
Understanding of and experience working within the (Residential Tenancies & Rooming Accommodation Act 2008) legislation or ability to rapidly acquire.	✓
Holding a Commission for Children & Young People Blue Card.	✓
Demonstrated level of skill in written and verbal communication, including preparing and presenting correspondence, reports and submissions.	✓
Current drivers' licence.	✓
An understanding of group behaviour and a demonstrated commitment to actively participate in a team working environment.	✓
Proven ability to provide support to people with a high standard of discretion and confidentiality.	✓
A knowledge of home maintenance and repairs and a methodical approach to managing multiple tasks and contractors.	✓
A positive attitude and desire to help people be the best they can be.	✓
Systems oriented in work, with an eye for accuracy and precision.	✓

# GUIDELINES FOR APPLICANTS

## POSITION DESCRIPTION:

Please read the position description carefully as it:

- allows you to gain an understanding of the requirements of the position and realistically assess your own suitability.
- provides information for the selection panel to develop its selection strategy; and
- outlines the key components of the position including the selection criteria.

## SELECTION CRITERIA:

Selection Criteria is the basis for which a selection panel short lists and selects the most meritorious applicant to a vacancy. Generally, selection criteria are listed in order of priority.

The wording will indicate the required level of knowledge, skill etc. needed for the position. Common words or phrases are “**demonstrated**”, “**proven**”, “**general ability to quickly acquire**”, “**thorough**” and “**sound**”.

**Demonstrated or proven ability** means that you should have successfully performed the activity or used the skill in the past rather than your potential to complete the task/duty.

**General ability or ability to quickly acquire** implies that you have the potential to acquire the skill or knowledge. If you have not had direct exposure with these aspects of work, you could demonstrate your ability by comparing it to similar or equivalent tasks or relevant studies that you have undertaken.

**Thorough or sound** gives an indication that advanced skills or knowledge is required.

## HOW TO APPLY:

Please ensure that you:

1. Submit a complete application comprising of:
  - Application Form
  - C.V. or Resume detailing your skills and work experiences and major responsibilities (paid and/or voluntary).
  - Answers to the Selection Criteria. This should consist of statements, which fully describe how you consider yourself suitable against each of the selection criteria. Wherever possible give specific examples that demonstrate how you have met each of the selection criteria.
  - The names and telephone contact numbers of two (2) people who can comment on your suitability.
2. Lodge your application.
3. Mark applications “CONFIDENTIAL” and post/hand deliver/email to:  
CEO  
Hinchinbrook Community Support Centre Inc.  
71 Townsville Road, Ingham Q 4850  
linda@hcsc.org.au



## **LATE APPLICATIONS:**

No late applications will be accepted.

## **THE SELECTION PANEL:**

A selection panel will comprise of three members of the Hinchinbrook Community Support Centre Inc team.✓ The panel shall have adequate knowledge of the requirements and outcomes of the position, and an understanding of the recruitment and selection process. Selection recommendations will be free from bias in relation to any applicant.

## **THE SELECTION PROCESS:**

- The selection process includes consideration of the applications, short listing and a range of selection techniques applicable to the position selection criteria. The selection technique will be an interview.
- All interviewees will be asked the same set of questions. These questions are developed from the selection criteria and are designed to help the selection panel assess how well you match the ideal profile.
- Generally, you will be asked two types of questions: behavioural and situational. Behavioural questions aim to elicit specific examples of how you have handled situations in the past. Situational questions on the other hand ask you to describe how you would respond in each situation.
- We suggest you give some thought to the type of questions you may have to answer.
- The final technique used will be Reference checks. A referees will be contacted by a member of the selection panel during the selection process if necessary. This will be to verify information and increase the probability of appointing the best applicant to the position. No referee source will be contacted without the prior consent of the applicant.
- The basis for selection is the relative merit of each applicant in relation to the selection criteria identified in the Position Description. Selection on merit means direct competition between applicants to identify the best person for the position.

## **NOTIFICATION OF APPOINTMENT:**

Once the appointment of the selected candidate has been approved, both the appointee and all unsuccessful applicants will be advised in writing as soon as possible.

## **POST SELECTION FEEDBACK:**

Post selection feedback is available to all applicants on request. This can be arranged through the Chair of the selection panel. Feedback will be based on the applicant's suitability, using the selection criteria as indicators. A comparative assessment in relation to the successful applicant may be given.

Personal information and/or subjective comments about applicants or the selection process itself will not be disclosed.