

Position Description

Position Title	People & Places Coordinator
Location	Adelaide Office
Status under Children's Protection Act 1993	Prescribed
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 4
Reporting Relationship	Reports to the Team Leader, People & Places
	Works closely with: <ul style="list-style-type: none"> - Tenant Services Officers - Team Leader/s, Tenant Services - Team Leader, Allocations - Income Management Team - Property & Development Team

POSITION SUMMARY

The People & Places Coordinator will plan, coordinate and deliver Community Development and Tenant Engagement initiative, activities and events that aim to increase social and economic participation for tenants and the communities in which they live.

The role will also work closely with the Tenant Services Team to develop appropriate strategies to assist those living with complex needs and aim to create sustainable tenancies across the housing portfolio, through research, development and investment in key partnerships and with stakeholders.

KEY RESPONSIBILITIES

- Identify and establish strong collaborative working relationships with relevant stakeholders within local communities across the housing portfolio
- In consultation with the Team Leader, People & Places, coordinate and deliver community development and tenant engagement activities, events and initiatives
- Undertake research and provide relevant information to support tenant service delivery for tenants with complex needs
- Deliver works programs in consultation with the Property and Development Team that aim to enhance tenant social and economic participation
- Implement, design and deliver appropriate mechanisms to communicate two-way feedback with tenants and their local community
- Assist to identify emerging issues, trends and opportunities that relate to community development, tenant engagement and the creation of successful tenancies
- In consultation with the Team Leader, develop and maintain procedures, guidelines and processes relevant to the role
- Develop and implement appropriate mechanisms for evaluation of People and Places activities
- Maintain appropriate records and undertake reporting as required

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- Follow defined work, health and safety practices and procedures related to work being undertaken in order to ensure own and others safety

Outcomes/Objectives

- *Maintain positive relationships and interactions with stakeholders*
- *Evidence of continuous improvement that creates meaningful impact for tenants and their communities*
- *Effective outcomes are achieved for tenant to sustain their tenancy*
- *Effective outcomes are achieved for community members to enable them to build their social capital and economic participation*
- *Effective outcomes are achieved for tenants to be engaged with JA, their local community and relevant service providers*
- *Evidence of improved access to relevant services for tenants through strengthened interagency links and referral pathways*
- *Evidence of continuous improvement in area of responsibility that improves outcomes or service/organisational sustainability*
- *Incidents and emerging trends in area of responsibility are reported to the appropriate leader*
- *Builds and maintains constructive working relationships across the organisation that enhance organisational culture and performance*
- *Meets time and quality expectations in record keeping and/or reporting requirements of the position*
- *Champions work health and safety by following defined health and safety practices, identifying and reporting issues, and taking remedial action appropriate to the role*

GENERAL CONDITIONS

- Act at all times in accordance with the Code of Conduct and Core Values of JA.
- Comply with the Work Health and Safety management system.
- A satisfactory criminal history assessment must be completed prior to commencing employment and every 3 years thereafter. Ongoing employment with JA is subject to the employee maintaining a satisfactory criminal history assessment.
- Current Child Safe Environments Certificate must be held or obtained within 3 months of commencement and the employee must comply with relevant state legislation to support a child safe organisation.
- Holds a current unencumbered Australian Driver's Licence or equivalent, and is willing to drive.
- Willing to work occasional flexible hours to meet operational requirements.

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SELECTION CRITERIA

- Certificate IV in Community Services or relevant equivalent (or lesser qualification complemented by relevant experience) – essential
- Demonstrated high level of experience in a customer focused environment – essential
- Demonstrated understanding of appropriate responses to clients with behaviours that demonstrate high and complex needs
- Understanding of Community Housing
- Understanding of homelessness issues
- Demonstrated strong communication (verbal and written), interpersonal and negotiation skills
- Ability to prioritise own workload, work as part of a team, work independently and use initiative to progress assigned tasks
- Intermediate level computer literacy using the Microsoft Office Suite and experience using tenancy management software
- Understanding of Community Development and Engagement Principles – desirable

CORE VALUES

Junction Australia aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ *Every person deserves to be treated with respect*
- **TRUST** ~ *Safety and trust are the foundations of healthy families and relationships*
- **INCLUSION** ~ *Inclusive communities value and embrace diversity*
- **INTEGRITY** ~ *Being open and honest to others*

Approved by CEO/Leadership Manager