



ST. PATRICK'S COMMUNITY SUPPORT CENTRE

JOB DESCRIPTION

Position	Housing Administration Worker
Team	Housing Services
Reports to:	Housing Services Manager
Legal Employer	St Patrick's Community Support Centre
Location	Fremantle
Positions reporting to this role:	N/A
Award	Social, Community, Home Care and Disabilities Industry Award 2010
Classification	Level 3 (\$27.94 per hour)
Last reviewed	January 2017

ORGANISATIONAL MISSION AND VALUES

For more than 40 years, St Patrick's has worked to provide immediate and holistic care for the homeless, those at risk of being homeless and the disadvantaged in Fremantle and the wider south west metropolitan area of Perth. Services include emergency relief, housing (crisis and transitional accommodation), meals, a day centre, welfare and essential health provision. St Patrick's also delivers specialist programs including education and training, art and music, recreation, youth at risk, rough sleepers and proudly partners with other agencies across the community to achieve these goals.

The agency's primary aim is to promote social inclusion and self worth and help people to return to independent living, a safe environment and a better quality of life. St Patrick's is committed to serving individuals and the community within a framework of the following values:

- That every person has an intrinsic worth and equity that must be respected
- Respect and support the freedom of the individual to make choices and promote independence and empowerment
- Enable individuals to reach their potential.
- Be a key service provider in the heart of the community

POSITION PROFILE

This position reports to the Manager Housing Services. St Patrick's Housing Services team aims to provide affordable short to medium term accommodation for those 'in need'. The housing Services team is responsible for assessing applicants for accommodation, ensure all residents abide by house rules, maintenance of accommodation units, collecting rents, logging all rents and payments into our database and manage residents and properties in accordance with the National Community Housing Guidelines.



ST. PATRICK'S

COMMUNITY SUPPORT CENTRE

This position provides administrative and record-keeping support to the housing team and is responsible for ensuring that all rents and bonds are paid and recorded correctly. This position involves book-keeping and administration tasks. Some client support work may be required, particularly in assisting clients to set up Centrepay or direct debit payments.

RESPONSIBILITIES AND DUTIES

Administration

- Responding to phone and email queries from the public (including clients, external stakeholders and visiting agencies)
- Provide administrative support to the Housing Services team, including incoming and outgoing mail, record keeping and maintaining stationery supplies
- Booking clients for assessments
- Maintain contractor register, including:
 - keeping the current register up to date
 - ensuring new contractors have completed required induction paperwork
 - keeping existing contractors records up to date, and
 - providing contractors with relevant St Patrick's policy and procedures and occupational health and safety requirements.

Financial record keeping

- Coordinate client payments and refunds
- Receive and record rent payments including weekly reconciliation all payments received
- Administer Housing Services petty cash funding in accordance with St Patrick's policies and procedures
- Prepare refunds for bonds, deposits and other payments as appropriate
- Prepare invoices and receipts
- Monitor rental payments and advise the appropriate team members if in arrears
- Liaise with the accounts team as required to undertake role

Record keeping

- Keep accurate and up-to-date records of rent, key deposits, bond payments received and refunds
- Liaise with St Patrick's accounts team to ensure finance procedures and records are properly maintained.
- Data entry and maintenance of client database (PAMS)
- Electronic and hard copy file management



ST. PATRICK'S

COMMUNITY SUPPORT CENTRE

Organisation Requirements

- Work in a team based environment, contributing to and supporting the Housing team and other teams as appropriate.
- Ensure that the rights, interests and needs of the people we support are addressed effectively, while understanding and respecting the linguistic and cultural diversity of the people we support and our work teams.
- Ensure that all Occupational Health and Safety policies and procedures are implemented and complied with.
- Contribute to the continuous improvement of activities, including safety and quality.
- Undertake appropriate training and maintain required qualifications, licenses, certificates, checks and clearances.
- Contribute to the implementation of St Patrick's Strategic plan and participate in other planning processes as appropriate
- Undertake other duties as reasonably requested by Manager Housing Services and or executive positions

SELECTION CRITERIA

1. Good organisational skills, including the ability to maintain accurate records
2. Knowledge and experience in safe cash handling procedures
3. Previous book-keeping experience (desirable)
4. Experience in recording information in databases, e.g. PAMS (desirable)
5. Ability to work effectively as a team member and ability to work independently when required
6. Strong interpersonal and communication skills, including the ability to interact sensitively with vulnerable people
7. Demonstrated understanding of issues affecting the Aboriginal and TSI Community particularly in regards to transience and homelessness, cultural awareness and sensitivities.
8. Demonstrated ability to establish effective working relationships with people from a wide range of social-economic, multicultural and linguistically diverse backgrounds.
9. Ability to work within the values of St Patrick's Community Support Centre

QUALIFICATIONS AND OTHER REQUIREMENTS

1. National Police Clearance
2. Willingness to apply for working with children check if required
3. Possession of a current C class motor vehicle driver's license.