

## Housing Administration Worker

### POSITION DESCRIPTION

<b>Position</b>	Housing Administration Worker		
<b>Team</b>	Housing Services		
<b>Reports to:</b>	Manager – Housing Services		
<b>Legal Employer</b>	St Patrick's Community Support Centre		
<b>Location</b>	Fremantle		
<b>Positions reporting to this role:</b>	N/A		
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010		
<b>Classification</b>	Level 3		
<b>JD developed</b>	January 2017	Reviewed June 2018	Reviewed July 2021

**Term:** This position is for 22.5 hours per week on an initial six month contract

#### Vision, Mission and Values

<b>Our Vision</b>	A community where people live securely and reach their potential.
<b>Our Mission</b>	To lead bold action in our community with the ultimate goal to end chronic homelessness.
<b>Our Values</b>	
<b>Leadership</b>	<i>Enabling our people to taking bold action to address the complex social issues.</i>
<b>Dignity</b>	<i>People feel respected and empowered.</i>
<b>Justice</b>	<i>Everyone is treated equitably with honesty and fairness.</i>
<b>Hospitality</b>	<i>People feel welcome, secure, and valued.</i>

#### Organisation Overview

St Patrick's Community Support Centre (St Patrick's) is committed to working in partnership with other agencies to support individuals and families who are homeless or at risk of homelessness in obtaining stable accommodation, independence, and improved quality of life. We provide a range of services to support them on this journey, including emergency relief and meals, health and mental health services, drug and alcohol services, life skills training, as well as crisis and transitional housing.

St Patrick's Housing Services team aims to provide affordable crisis and medium term accommodation for those in need, including families, youth, and single male and females. The housing service team is responsible for property and resident management of St Patrick's community housing. This includes efficient and effective use of our housing stock to best meet our mission and strategic objectives as an organisation as well as compliance with all relevant standards and legislation applying to properties under our control ensuring the safety and wellbeing of residents, staff and visitors

## Position Intention

---

This position reports to the Manager Housing Services. This position provides administrative and record-keeping support to the housing team, including collection and processing of rent payments, 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

---

<b>Administration</b>	<ul style="list-style-type: none"> <li>● Respond to phone and email queries from the public (including clients, external stakeholders and visiting agencies).</li> <li>● Provide administrative support to the Housing Services team, including incoming and outgoing mail, record keeping and maintaining stationery supplies</li> <li>● Booking clients for assessments</li> <li>● Maintain contractor register, including:               <ul style="list-style-type: none"> <li>– keeping the current register up to date</li> <li>– ensuring new contractors have completed required induction paperwork</li> <li>– keeping existing contractors records up to date</li> </ul> </li> </ul>
<b>Financial record keeping</b>	<ul style="list-style-type: none"> <li>● Coordinate client payments and refunds</li> <li>● Receive and record rent payments including weekly reconciliation all payments received.</li> <li>● Administer Housing Services petty cash funding in accordance with St Patrick's policies and procedures.</li> <li>● Prepare refunds for bonds, deposits and other payments as appropriate.</li> <li>● Prepare invoices and receipts.</li> <li>● Monitor rental payments and advise the appropriate team members if in arrears.</li> <li>● Liaise with the Accountant as required.</li> </ul>
<b>Record keeping</b>	<ul style="list-style-type: none"> <li>● Keep accurate and up-to-date records of rent, key deposits, bond payments received and refunds.</li> <li>● Liaise with St Patrick's accounts team to ensure finance procedures and records are properly maintained.</li> <li>● Electronic and hard copy file management</li> </ul>
<b>Organisation Requirements</b>	<ul style="list-style-type: none"> <li>● 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.</li> <li>● Ensure that all organisation policies and procedures are implemented and complied with including occupational health and safety regulations.</li> <li>● Undertake appropriate training and maintain qualifications, licenses, certificates, checks and clearances.</li> <li>● Undertake other duties as reasonably requested</li> </ul>

## Competencies – Selection Criteria

---

1. Excellent organisational and administration skills, including the ability to maintain accurate records
2. Knowledge and experience in safe cash handling procedures.
3. Ability to work effectively as a team member and ability to work independently when required.
4. Strong interpersonal and communication skills, including the ability to interact sensitively with vulnerable people.
5. Demonstrated ability to establish effective working relationships with people from a wide range of social-economic, multicultural and linguistically diverse backgrounds.
6. Ability to work within the values of St Patrick's Community Support Centre.
7. An understanding of health and safety issues relevant to the position.

## Qualifications and Experience

---

### Essential

- Qualifications and or experience in Administration/bookkeeping
- National Police Clearance
- Willingness to apply for working with children check if required.

### **Desirable**

- Possession of a current C class motor vehicle driver's license.
- Previous book-keeping experience
- Experience in recording information in databases, e.g. PAMS
- Demonstrated understanding of issues affecting the Aboriginal and TSI Community particularly in regard to transience and homelessness, cultural awareness and sensitivities.

## Apply for this role

---

To apply for this position, please complete the online application and upload your CV following the below link:

[Start application](#)

Enquiries can be directed to Victor Crevatin at [vcrevatin@stpats.com.au](mailto:vcrevatin@stpats.com.au) or via phone (08) 6372 4800