



ABN: 76 004 196 068  
Postal Address: PO Box 6223, Mitchelton, Qld 4053  
Office: 1/525 Samford Road, Mitchelton  
Phone: 1300 00 INCH (4624)  
Email: [admin@inchhousing.org.au](mailto:admin@inchhousing.org.au)  
Web: [inchhousing.org.au](http://inchhousing.org.au)

## Senior Tenancy Manager Vacancy

Community Housing & Homelessness Service Sector

Location: Mitchelton, Brisbane QLD

Part time – Salary \$102,150 - \$105,430 per annum including entitlements

### The Senior Tenancy Manager role

This position is leadership role within INCH's Not for Profit, Charity, Community Housing organisation for 35 hours per week.

***INCH's Core Business:*** *Secure, safe, affordable housing for those in need, for all people who are eligible to be housed in the Community and Social Housing sector.*

INCH provides housing services to people on low incomes and who have multi-complex circumstances. Most of our clients have experienced homelessness or were at very high risk of homelessness before obtaining a home with INCH.

Since INCH's commencement in 1991, **INCH has provided homes to 1,845 families or single people.** On average, we have provided one home to one family/single people each week for 33 years.

INCH is governed by a volunteer Board, consisting of highly skilled community members to provide governance over our Business Plan and Strategic Goals.

This role is based from INCH's Office at Mitchelton. Our office environment offers a close staff team environment. All staff and volunteers demonstrate compassion, empathy and support to assist clients to exit from homelessness and obtain a transitional or long-term property they can call HOME.

In delivering high quality client services, we partner closely with the Department of Housing, Brisbane City Council, many community and government support, training, employment, education and life skills services, also engaging with real estate agents, private investors and a variety of other services to assist our clients towards independence in safe and secure housing.

## **Senior Tenancy Manager (STM ) Job Purpose:**

You will lead the Tenancy Team, a small dedicated and passionate team who provide direct services to eligible tenants and occupants in a very busy work environment. Tenancy team's purpose is to assist INCH's tenant to sustain short or long-term accommodation as per INCH policies and funding contracts terms.

As the STM you will be responsible for supervision, support and assistance to the Tenancy team in delivering high quality and purposeful tenancy services to INCH's clients.

The Tenancy team assists clients/family members to sustain a tenancy and strengthen their independence in rental housing and support varying personal development and in co-ordination with various government and community support services.

The STM role offers diversity of work tasks, using your qualifications, experience and abilities to implement the following:

- engage successfully with varying target groups, such as: people with mental health, disabilities, youth, elderly, sole parents, diverse cultures and minority groups, people who have experienced homelessness or family and domestic violence, with high complex needs.
- lead a small team in a busy environment, in areas of rental management, engagement with clients, government and community support services and case management.
- effectively implement tenancy lease terms and conditions to clients under Queensland's *Residential Tenancies and Rooming Accommodation Act 2008*.
- provide ongoing training to clients on residential tenancy lease terms and conditions of their lease.
- lead and address complaints, and to be proactive to develop positive environment and to investigate, manage and develop solutions to complex living issues as they arise.
- implement tenant participation activities to clients and their families. Encourage tenants to participate become involved in Tenant Participation functions.
- continue to engage with INCH's tenants via developing newsletters, providing external information as required.
- manage exit procedures, assist exiting tenants to seek alternative accommodation, provide information for them to engage with other services as per their needs.
- make applications and appearances in QCAT – Queensland Civil and Administrative Tribunal.
- manage various reports - monthly, quarterly, six monthly and annually
- engage effective with external services and funding staff to achieve positive outcomes for our clients
- collaborate with the CEO in the delivery of tenant services, strategic and operational plans, annual report and regular program and funding reports.

- work closely with the CEO in managing the day to day office operations
- holding a current Blue Card (Working with Children) is essential for this role.

## **About You**

If you are a motivated person who is seeking practical experience in assisting people and their families towards independence, providing a better living environment and end the risk of future homelessness, we invite you to apply for this rare opportunity with INCH Housing Inc.

To apply in the first instance, please submit your Resume detailing your career history, a brief cover letter outlining your interest in this STM role. Thank You.

INCH Housing Inc. is an equal-opportunity employer, and we encourage applications from candidates of all backgrounds with relevant experience relating to this role.

If you have any questions or queries, please email in the first instance, please provide your name, contact number and best date and time to return to you.

Our email address to provide your cover letter and Resume is – **ceo@inchhousing.org.au**