

Position Description

This position description is available in large print and other accessible formats upon request.

Position Title	Tenancy Administration Worker
Directorate / Service / Program	Youth, Housing & South West, Housing Services
Reports to	Team Leader Meli Housing
Location	Geelong
Classification	Social, Community, Home Care and Disability Services Industry Award Level 5
Date Revised	May 2025

About Us

We are Meli, inspired by the word Meliorism. The belief that the world can be made better through human effort.

Meli is a Victorian not-for-profit organisation, offering a unique combination of services to support members of our community throughout their lifetime, from early childhood through to adolescence and adulthood.

Everyone faces challenges occasionally, and Meli is here to lend compassionate help, and to take a preventative and early response approach – no matter how big or small a problem.

Our Purpose: Supporting people, strengthening communities.

Our Vision: A fair, safe and inclusive community where everyone can thrive.

Our Values: Build Connection, Show Courage, Inspire Action, Celebrate Difference, Be Dynamic.

To learn more about Meli please visit our website www.meli.org.au

Position Overview

Meli Housing is a registered housing provider, governed by the Housing Act 1983 and bound by the Residential Tenancies Act 1997 (RTA). Meli Housing holds a portfolio of THM properties across the Barwon and South West regions including family properties, shared properties with and without a lead tenant, a Youth Foyer and crisis properties. This program provides access to independent living options for young people aged 16 to 25 years old and, within the THM program, all properties come with a support component.

The Lead Tenant Tenancy Administration Worker is responsible for managing tenancies and properties within Meli Housing's Transitional Housing Management (THM) program primarily through Lead Tenant properties and independent Head lease opportunities for young people for young people leaving the OoHC system.

The key objectives are to work collaboratively with young people, real estate agents, support agencies, landlords and other key stakeholders to successfully deliver a housing model whereby, young people have access to the private rental market. The Lead Tenant Tenancy Administration Worker will work closely with Better Futures Barwon and these supports to ensure a successful tenancy and may be invited to attend and contribute to care teams where appropriate. As a result, the Tenancy Administration Worker will be required to maintain accurate administrative records in line with the RTA and reporting requirements, with a high attention to detail and the ability to work within the prescribed timeframes when visiting and working with renters.

The key objectives of the role are:

- Communicate and work alongside Better Futures Barwon to assist the provision of housing options for young people aged 16 to 20 years exiting OoHC.
- Maintain a property portfolio and conduct associated property management and administrative duties.
- Assist with the reporting, legislative and compliance requirements of a registered housing provider as per the Housing Act 1983.
- Perform tenancy duties in line with the Residential Tenancies Act 1997.
- Ensure tenancies are administered in line Meli Housing's responsibilities under The Charter of Human Rights and Responsibilities Act 2006.

Key Accountabilities

Duties of this position may include, but are not limited to the following:

- Ensure appropriate agreements and subcontracting arrangements are in place for head leased properties
- Ensure tenancies are maintained in accordance with the Residential Tenancies Act (RTA)
- Assist in the administration and monitoring of all tasks relating to property and tenancy management, including holding portfolio responsibilities and duties
- Maintain databases, property files, rental ledgers and housing information
- Prepare documentation for property sign-up's, condition reports, exit inspections and other various housing documents
- Be the conduit between renters and agents for enquiries for housing repairs and maintenance within appropriate timeframes
- Prepare reports and contribute to program development
- Ensure program operates in line with regulatory funding, and compliance requirements
- Provide high-level support and assistance to ensure ongoing quality and effectiveness of day-to-day operations
- Develop and maintain positive working relationships with internal and external, stakeholders and partners
- Work collaboratively to build and form relationships with other service providers to facilitate a comprehensive approach
- Represent Meli Housing at external meetings and forums as appropriate
- Advocate and support the safety and well-being of young people and families
- Actively participate in supervision

Organisational Accountabilities:

- Other reasonable duties as directed
- Apply Meli's quality and risk management frameworks
- Understand and comply with the standards of a child safe organisation in both practice and culture
- Active involvement in professional development to build knowledge and skills
- Make decisions following the values, and the relevant standards, practices, policies, procedures, regulations, industrial instruments and legislation

Qualifications, Skills, and Experience

- Minimum of Certificate IV in Business (Administration), a Certificate IV in Community Services and/or Youth Work or associated discipline would be an advantage
- Experience in the social housing/tenancy sector, residential property management or other housing provider services
- Knowledge of the Residential Tenancies Act 1997
- A current Victorian Driver's License

Other requirements of the role

All employees must undergo and maintain a range of satisfactory checks as a condition of employment. These include:

- Working with Children Check
- National Coordinated Criminal History Check (NCCHC)
- International Police Check (if required)
- Have the right to work in Australia

Key Stakeholders

- Meli employees
- Department of Families, Fairness and Housing
- Tradespeople and contractors
- Neighbours Better Futures Barwon & Youth Services Intake
- Property Owners – Head Leasers
- Real Estate Agents – Head Leasers and ongoing rentals
- Housing Management Team – Meli
- Shared Services – Meli
- Department of Family and Fairness (DFFS) Barwon and Central Office

Physical requirements & Environmental Conditions of the role

Meli is committed to creating inclusive spaces that are accessible for everyone by reducing and/or removing barriers through reasonable adjustments.

The following table shows the physical and psychological work environment characteristics that have been identified as part of this role. Where possible, Meli will make reasonable adjustments to support individuals to succeed in their roles.

Required Activities / Working Environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Rarely
Working in buildings which may have stairs (Reasonable adjustments can be made)	Often
Driving, in & out of vehicles (If driving is required, must hold current Victorian Driver Licence)	Often
Bending, lifting, pushing, pulling	Rarely
Working alone or at a co-located site	Sometimes
Confrontational/confronting situations (Due to the nature of our work, there may be times when staff are exposed to content, behaviour, language and/or situations that can be confronting)	Sometimes
Working outside in differing weather conditions	Rarely
Working on-call and/or after hours	N/A
Attending external locations including client homes	Often

Inclusion Statement

Meli is committed to being a place where everyone has a sense of belonging.

We embrace the unique perspectives and experience of our people and our community, and their voice is at the heart of our values and decision making.

We aim to be courageous as we learn, grow, and evolve as an accessible, inclusive and safe organisation for people of all identities.

We are working to create a team of people who reflect the diverse community we support. Aboriginal and Torres Strait Islander, LGBTQIA+, culturally diverse people, those living with a disability, and those looking to return to the workforce following a break in their career, are encouraged to apply for our roles.

Child Safety Statement

Meli is committed to child safety in every aspect of the organisation. We take deliberate steps to protect children from physical, sexual, emotional, and psychological abuse and neglect. Our organisation fosters openness to create a culture in which everyone – staff, parents, carers, and children – feel confident, enabled, and supported to safely disclose child safety or wellbeing concerns.

We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children and young people. This includes providing a safe environment for children and young people with a disability, who are Aboriginal and Torres Strait Islander, from culturally and/or linguistically diverse backgrounds or who identify as LGBTI+.

Meli's policies and practices promote the safety and wellbeing of children and establish an effective, consistent approach to prevent, respond to and encourage the reporting of allegations of child abuse and harm.

All children, their families and carers should feel welcome at Meli, including feeling able to express their identity and raise concerns about their own or others' safety.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I can fulfill all the requirements of the position described in this document. Additionally, I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:	Signature:	Date:

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.