

Team	Housing
Location	Slacks Creek
Classification Level	3
Reports to	Program Manager – Mobile Support
Other key reports / stakeholders	YFS Finance Team and Department of Housing

Your Story. Our Commitment.

At YFS, our teams show up every day, listening deeply and responding with care. People feel seen, heard, and genuinely supported because our staff bring unwavering commitment, walking alongside them to honour their stories and help shape their futures.

Our Values



Excellence – We don't just deliver services – we create meaningful impact



Integrity – We act with honesty, transparency and respect



Optimism – We see possibility where others see barriers



Steadfastness – We walk alongside our communities with determination, grit, and care



Courage – We challenge systems, policies, and practices that create inequity

YFS has a long history of working with and empowering First Nations peoples.

The YFS Cultural Framework sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary Purpose

The Housing Administrator provides administrative and reporting support to the Immediate Housing Response team and management.

Working with housing staff and management, this position will be responsible for report preparation for Government contracts; operational reporting; brokerage reporting; and managing data in client data and financial management systems.

Key accountabilities

Service delivery

- Administrating accounts payable and receivable client brokerage via ProSpend system.
- Collating data in the client data and working across systems to align financial and client information.
- Managing the preparation and generation of comprehensive reports for internal and external stakeholders.

External relationships

- Maintain and foster collaborative stakeholder relationships associated with Immediate Housing Response contract to ensure accountable services for clients, YFS management, accommodation providers, external homeless agencies and funders.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

Teamwork and collaboration

- Contribute to developing a cohesive team by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and YFS policies, protocols, and procedures, including workplace health and safety, risk management, and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults. YFS Ltd. has a zero tolerance of physical and sexual abuse, including grooming behaviours, and all allegations and safety concerns will be treated very seriously and consistently as per our Safeguarding Framework, policies, procedures and legal duties.

Problem solving and decision making

- Identify and resolve problems and contribute to improving working processes and procedures to improve service delivery to clients.

Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience.
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Certificate IV in Business Administration or relevant qualification / experience.
- Proven experience in contract reporting.
- Comfortable and proficient with business systems (SRS (YFS Client Data Base), SharePoint, MS Suite (strong Excel knowledge), ProSpend and CMS.
- Accounts experience, reporting on brokerage and budget spending.

Knowledge and experience specific to the role

- Knowledge of community services sector.
- Well-developed communication and interpersonal skills to engage with a range of internal and external stakeholders.
- Ability to work cooperatively as a team member within a team operating in a high-pressure environment with demanding deadlines while maintaining a high level of confidentiality, initiative, and sound judgement.
- Well-developed organisational, time management and prioritisation skills.
- Demonstrated ability with written, numeracy and computer skills to complete record keeping requirements. Microsoft Excel experience required for this role.
- Very high level of attention to detail.
- A willingness to understand homelessness and housing sector and align with YFS' purpose and values.
- Refer to the level 3 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Current Queensland C Class driver licence.
- Current Positive Notice Blue Card.
- Current National Police Check.

Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.