Position Description

<table>
<thead>
<tr>
<th>Position title</th>
<th>Housing Officer</th>
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<tbody>
<tr>
<td>Reports to</td>
<td>Housing Team Leader</td>
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<tr>
<td>Team Function</td>
<td>Housing</td>
</tr>
<tr>
<td>Location</td>
<td>The position is located in Melbourne</td>
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<tr>
<td>Hours per week</td>
<td>Full Time</td>
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Our Vision

All people affordably housed in neighbourhoods that support life opportunities.

Our Mission

To be a leading provider of affordable homes across Australia, working with partners to create resilient and inclusive neighbourhoods.

We provide long term solutions for people who:

- Are disadvantaged by housing markets
- Have a disability and/or mental health risk
- Are homeless or at risk of homelessness
- Are ageing and/or frail

Our Guiding Principles

Our guiding principles are at the core of how we work in our day to day roles:

- We put our customers first
- We work together
- We trust and are trusted
- We learn and adapt

Organisational Overview

Housing Choices Australia (HCA) creates safe, quality, affordable and long term housing for our tenants. As a growing housing provider, we now own or manage more than 3,400 homes across Victoria, Tasmania and South Australia. We have ambitious plans for greater impact including increasing our reach and helping more people find quality, affordable housing across the country.

A new organisational business strategy for 2014 – 2017 identifies clear strategic direction and priorities dedicated to the growth, development and management of affordable housing to build on HCA strength and presence in existing states and to establish a corporate model to becoming a Tier 1 national provider.

HCA has four main service delivery and function areas:

- Housing
- Property Development & Asset Management
- Finance & Corporate Services
- Strategy & Engagement
Team Structure Overview

Overview and Purpose of Role
The Housing Officer is responsible for delivering professional tenancy management to existing and prospective clients in order to sustain successful tenancies, improve client outcomes and deliver outstanding customer service.

Key Accountabilities

**Housing Services Delivery**
- Deliver outstanding customer service through timely, accurate and clear communication with clients, the adoption of a positive “can do” attitude and constructive responses to clients concerns, queries and requests.
- Provide high quality tenancy management to HCA clients by the delivery of responsive, appropriate and respectful customer service.
- Communicate effectively to clients about their responsibilities and rights as a tenant.
- Ensure that new tenancies are commenced in a manner which sets clear expectations on the part of clients and support providers.
- Careful and accurate record keeping of all client interactions and retention of documentation in client files.
- Work constructively to resolve client complaints and proactively work to prevent future complaints being lodged.
General Requirements

As a growing provider of social housing, housing and tenant services are subject to on-going development, review and improvement. As such, the range of tasks set out in this job description is not exhaustive, and all employees will be expected to undertake a range of duties associated with their areas of responsibility to ensure a high standard of service delivery to internal and external clients. Any substantial changes in role requirements will be discussed with the incumbent as part of a formal consultation process.

Housing Choices is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to be open, flexible and responsive to new ideas and ways of working and actively supportive of each other with respect to achieving the best outcomes for Housing Choices and its clients and stakeholders.

All Housing Choices employees are required to:

Housing Officer updated July 2016
✓ comply with all Housing Choices’ policies and procedures
✓ comply with all Commonwealth and State legislation relevant to the organisation, including workplace relations and occupational health and safety legislation and regulation
✓ work in a collaborative fashion with Housing Choices customers, staff and stakeholders
✓ uphold and enhance the reputation of Housing Choices
✓ maintain the highest level of integrity in the conduct of Housing Choices business
✓ undertake identified training and development activities/programmes

**Essential Selection Criteria**

**Skills**
- Proven experience in providing exceptional customer service (E)
- Well-developed written and oral communication skills and relationship management skills including mediation and conflict resolution skills (E)
- Well-developed organisational skills including ability to manage conflicting priorities and high caseloads without affecting quality of service delivery (E)
- Good presentation skills, including ability to represent HCA in range of external forums and with a diverse range of stakeholders (tenants, government departments, tribunals/courts, other service providers etc) (E)
- Well-developed problem solving and influencing skills including ability to recommend strategies for resolution/service improvement etc to management (E)
- An ability to adapt to changing environments and requirements including an ability to support others through the change process (E)

**Experience**
- Experience in a customer service role (E)
- Experience in managing a sizeable portfolio of tenancies in the public/community or private sector housing (D)
- Experience in developing policies and procedures covering housing management activities (D)
- Experience in preparing reports (E)
- Experience in dealing with complex and challenging housing management issues including eviction and court proceedings (D)

**Knowledge and Qualifications**
- Sound knowledge of tenancy and disability legislation and regulatory frameworks as it relates to housing management activities including Residential Tenancies Act (D)
- Degree in Social Sciences discipline, Public Sector Management, Social Work or related disciplines or equivalent experience (D)
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless people, people with disability and people from a non-English speaking background (E)
- Skilled in the use of Microsoft Office programmes (E) and housing management databases (D)

**Other requirements**
- Willingness to undertake relevant Police screening (E)
- Current Victorian driver’s license and willingness to travel across HCAs property sites in Victoria (E)

**This role description is accepted by:**

- Job Holder .......................... Date ..........................  
- Manager .......................... Date ..........................