

Position Description

Position Title	Housing Officer
Department:	Housing Services Victoria
Reports to:	Housing Services Team Leader

Purpose of the Position

To provide tenancy management within tenancy management services and more broadly across Housing Choices Australia as appropriate.

The Housing Officer will be a part of the housing team and will be responsible for delivering professional tenancy management services for a variety of tenancy types to sustain successful tenancies, improve client outcomes and deliver outstanding customer service.

Cultural Alignment

Personal alignment with Housing Choices Australia's values is an important part of working with us.

- **We put people first**
- **We value difference and work together**
- **We trust and are trusted**
- **We learn and adapt**
- **We strive to be better**

Specific Responsibilities

- Actively contribute to being part of a high performing and collaborative team
- Develop solutions and deliver outcomes that reflect HCA's values, priorities, policies
- Contribute to the development and implementation of best practice tenancy management services
- Develop effective internal and external relationships and collaborations to progress HCA's strategic agenda and outcomes for residents.
- Work within a team to 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 and in which new tenancies are commenced in a manner which sets clear expectations on the part of clients and support providers.
- Effective collection of rent and enforcement of rental arrears and debts in accordance with HCAs policy and procedures.
- Carry out regular engagement and communications as well as inspections of and appropriate enforcement of tenancy care breaches.
- Work in close consultation with the HCA Allocations Team and the Property Team to ensure timely allocations, property turnaround and maintenance requirements.
- Manage disputes and/or breaches in accordance with HCA policies and procedures and legislative obligations representing HCA in the Victorian Civil and Administrative Tribunal (VCAT) and other relevant forums as required.
- Represent HCA in range of external forums and with a diverse range of stakeholders (tenants, government departments, tribunals/courts, other service providers etc)

- Keep timely and accurate data and records into HCA's tenancy management system.
- Other duties as required

You are part of something bigger

We are a diverse, dedicated, and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes
- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning, formal learning, digital learning, knowledge sharing and feedback on performance
- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety
- Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation

Key Relationships

- HCA Housing Services Team, Allocations Team, Property Services Team and Finance Services Team
- GM Housing VIC, Housing Services Manager and Housing Services Team Leaders, Allocations Team Leader, Property Services Team Leader
- Consortium Members – (Support Agencies) that work in partnership with HCA to ensure successful and sustainable tenancies and tenancy outcomes

Selection Attributes

Knowledge and Qualifications

- Degree in Social Sciences, Public Sector Management, Social Work or related disciplines or equivalent experience (desirable)
- Sound knowledge of tenancy and disability legislation and regulatory frameworks and how it relates to housing management.
- Skilled in the use of Microsoft Office programs and preferably knowledge in using housing management databases.
- Knowledge and experience in preparing clear reports.
- Knowledge and awareness on homelessness

Experience

- Experience in a community housing sector, or property related industry with tenancy management practices, RTA legislation and administrative processes. (highly desirable)
- Experience in dealing with complex and challenging customer/clients
- Experience in dealing with complex and challenging housing management issues including eviction and court proceedings (desirable)
- Experience in providing exceptional customer services.

Skills

- Well-developed written and oral communication skills and interpersonal skills including mediation and conflict resolution skills.
- Well-developed organizational skills and ability to manage conflicting priorities and high caseloads.
- Good presentation skills, including ability to represent HCA in range of external forums.
- Well-developed conceptual, analytical and problem-solving skills
- Ability to work well with in the team environment and cross functional teams.

Other Requirements

- Willingness to undertake screening and employment checks
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including people enduring housing stress, people with disability and people from a non-English speaking background
- Current driver's license and willingness to travel across HCA sites and interstate as required.

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

Job Holder _____ **Date** _____