

Position Description

Position Title	Housing Officer - Specialist Housing Group
Department:	Specialist Housing Group
Reports to:	Team Leader, Specialist Housing Group

Purpose of the Position

The role will be responsible for working in partnership with a wide range of disability and community support services to assist residents/NDIS participants to obtain and sustain tenancies and achieve their housing goals. This role is part of the Specialist Housing Group who deliver a collective of services that focus on Specialist Disability Accommodation (SDA) and housing solutions for people with a disability.

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.
- Liaising with disability support providers in relation to ensuring adherence with SDA service provider requirements under the NDIS Commission Quality & Safeguards.
- Ensuring the timely, accurate, and efficient operation of rental collection and arrears recovery systems.
- Develop and maintain effective relationships with DHHS, NDIA and other various support providers including the nominated Supported Independent Living providers.
- Provide referral to appropriate support services for clients as necessary.
- 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 Specialist Housing Team, Housing Services Team, , Property Services Team and Finance Services Team
- National Manager, Specialist Housing Group, GM Housing VIC, Housing Services Manager and Housing Services Team Leaders, , Property Officers and Housing Officers.
- Consortium Partners - 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.
- An understanding of Specialist Disability Accommodation
- Skilled in the use of Microsoft Office programs and preferably knowledge in using housing management databases.
- Knowledge and experience in preparing clear reports.
- A current certificate in Agents Representative Course or prepared to complete the course (desirable)

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 _____