

## Position Description

<b>Position Title</b>	Housing Officer
<b>Department:</b>	Customer Services
<b>Reports to:</b>	Housing Services Team Leader

## Purpose of the Position

To apply professional expertise within the Customer Services department, supporting the implementation of strategic objectives and enhancing operational effectiveness across Housing Choices Australia as appropriate.

The Housing Officer is responsible for delivering a range of people centred, quality and professional housing management and related advisory services to residents and prospective residents in accordance with Housing Choices Australia's objectives, values, operating policies and procedures, government policies and statutory requirements. The Housing Officer will work in collaboration with colleagues across the Customer Services department to deliver end to end tenancy management services, such as colleagues responsible for allocations, rent review, supportive services, NDIS engagement and quality and safeguarding.

## Cultural Alignment

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

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

## Specific Responsibilities

### Accountability of Deliverables

- Execute assigned tasks under the direction of senior leaders.
- Support departmental initiatives by contributing technical expertise.
- Collaborate with peers to achieve project objectives effectively.

### Culture, People and Performance Management

- Actively contribute to a collaborative and performance-driven team environment.
- Engage in professional development to enhance expertise and performance.

### Vision and Strategy

- Execute tasks that support the implementation of strategic objectives.
- Apply industry insights to enhance departmental contributions to organisational goals.

### Governance, Risk and Compliance

- Follow established compliance protocols and contribute to risk mitigation efforts.
- Maintain awareness of governance requirements relevant to role responsibilities.

### **System Ownership**

- Assist in maintaining and refining systems and processes to improve operational effectiveness.
- Provide feedback on process efficiencies and recommend optimisations where appropriate

### **Stakeholder Collaboration**

- Work closely with internal teams and external partners to achieve common objectives.
- Ensure clear communication and coordination across stakeholder groups.

### **Role Specific Accountabilities**

Deliver high quality tenancy management to Housing Choices residents including but not limited to:

- Deliver outstanding customer service through timely, accurate and clear communication with residents, the adoption of a positive “can do” attitude and constructive responses to residents’ concerns, queries, and requests.
- Communicate effectively to residents about their responsibilities and rights as a tenant.
- Work constructively to resolve resident and neighbourhood complaints and proactively work to prevent future complaints
- Ensure all tenancies are managed in line with regulatory and program requirements including compliance with the Residential Tenancy Act and any other associated legislation, regulation and/or program specific requirements where applicable, such as NDIS Specialist Disability Accommodation (SDA) legislation and guidelines
- Work to sustain tenancies through the application of quality housing management practices including identifying, assessing, and monitoring tenancy risk factors and take proactive action to mitigate risks, working closely with Tenancy Sustainment Officers, Community Engagement Officers and NDIS Engagement team where appropriate.
- Apply a person-centered approach when working with residents, ensuring their rights, choice and control are upheld, in accordance with all applicable legislation and regulations , including with the NDIS Quality and Safeguards Framework for SDA residents.
- Effective collection of rent and management of rental arrears and tenancy debts in accordance with Housing Choices policy and procedures.
- Carry out routine, ingoing and outgoing property inspections, ensuring quality reports, rectification plans and associated records are maintained and actioned
- Ensure that accurate, concise and complete information is entered and recorded into HCA's tenancy management system, including all communications, complaints, and incidents on the database and ensure outgoing and incoming documentation is attached to resident records.
- Develop and maintain effective relationships with support providers and/or referral agencies, stakeholders and government departments
- Manage voluntary and non-voluntary end-of-tenancy processes in accordance with legislative and regulatory requirements and HCA policies and procedures including finalizing resident accounts, disbursing bonds and debt recovery.
- Represent the organisation in external forums, including in Court or relevant Tribunals as required.
- Issue all notices in accordance with statutory requirements and following due process.
- Keep up to date with legislative and regulatory requirements which impact service delivery and the rights and responsibilities of residents and landlord.
- Use available reports and audits to self-monitor accuracy, key performance metrics and compliance.
- Other duties as directed or 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 and all mandatory reporting obligations to third parties and independent bodies, including but not limited to child abuse reporting and public officer reporting under the Independent Commissioner Against Corruption (ICAC) Act 2012

## Selection Attributes

### Knowledge and Qualifications

- Sound knowledge of housing sector and disability legislation and regulatory frameworks as it relates to housing management activities including the relevant jurisdictional Residential Tenancies Act and regulations, and legislation rules and policies under the NDIS Quality and Safeguards Framework.
- Knowledge and understanding of the issues facing and affecting people at risk of or experiencing homelessness or housing insecurity
- Skilled in the use of Microsoft Office programs
- Knowledge of and experience in preparing clear and factual reports and professional record keeping
- NDIS worker screening check or ability to obtain one
- Working with Children's check or ability to obtain one
- Relevant qualifications in business, strategy, management, community housing, property development and/or equivalent experience
- Capacity to support change and innovation and deliver creative and leading practice solutions

### Experience

- Experience in managing a sizeable portfolio of tenancies in the public/community or private sector housing
- Experience in dealing with complex and challenging housing management issues including anti-social behaviours, debt management, end-of-tenancy and court/tribunal proceedings
- Experience in providing exceptional customer service
- Experience in dealing with complex and vulnerable people
- Experience in working in a multi-team environment
- Proven experience and successful track record in a comparable role or discipline(s) in the public/community, private housing sector or transferable sector
- Experience, or ability to acquire skills quickly, in preparing correspondence and action plans
- Experience in preparing management, business and regulatory required reports.

**Skills**

- Highly developed written and oral communication skills
- Strong influencing and relationship management skills.
- Ability or willingness to learn to lead, motivate, mentor and manage people.
- Well-developed conceptual, analytical and problem-solving skills.
- Strong decision-making ability.
- Well-developed organisational skills including ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.

**Other Requirements**

- Willingness to undertake all relevant screening and employment checks as applicable for the position and/or as required by HCA
- 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** \_\_\_\_\_