

Housing Officer

Primary Work Location:	Suite 208, 1 Erskineville Rd, Newtown 2042 The position may require relocation to other current or future Metro Community Housing sites or remote work as needed to meet operational requirements.
Position Type:	Part Time at least 21 hours per week. Reasonable work outside of normal business hours and some travel may be required.
Employment Instrument:	Underpinned by the Social Community Home Care and Disability Services (SCHADS) Industry Award 2010 and Metro Community Housing Organisational Policies and Procedure
Award Classification	SCHADS Award – Level 4
Reporting to:	Housing Manager
Current as at:	November 2025

The following position description may be updated periodically to reflect the evolving needs and priorities of Metro Community Housing. Where possible, changes will be made in consultation with the employee to ensure mutual understanding and agreement.

Position Overview

The Housing Officer is responsible for delivering effective tenancy services that are person centred, trauma informed and values led, aligned with Metro Housing's strategic goals and Metro's Housing policy. This role manages a portfolio of properties, acting as the primary contact for tenants to support positive tenancy outcomes. Key duties include responding to tenant enquiries and complaints, managing arrears and void properties, and representing Metro at the NSW Civil and Administrative Tribunal.

The Housing Officer works collaboratively with tenants, support partners, and other organisations within legal frameworks to sustain tenancies. They also maintain accurate tenancy records, conduct regular property inspections, and oversee timely repairs and maintenance in liaison with Assets management, all while adhering to Metro's Customer Service Charter and relevant policies.

Key accountabilities

The key responsibilities and duties for this role include but are not limited to the following:

Tenancy Management for Sustainment

- Manage tenancy processes from pre-commencement to termination, including application support, sign-ups, inspections, home visits and vacancy management, ensuring compliance with organisational policies and relevant legislation.
- Oversee tenancy disputes and behavioural issues, working with tenants and external services to achieve sustainable resolutions and representing the organisation at the Tenancy Tribunal when required.

- Support tenants to sustain their housing by facilitating access to appropriate support services and resources, including referrals to financial, domestic violence or disability services.
- Oversee tenancy income management, including monitoring arrears, issuing repayment agreements and initiating tribunal applications where required.
- Investigate and manage tenancy breaches such as subletting, abandonment or rental fraud, ensuring appropriate action is taken in compliance with legislative and organisational requirements.
- Manage applications for social and community housing through the NSW Housing Register, Pathways, ensuring assessments align with local policies and statutory eligibility criteria.
- Assess and verify applicant eligibility, housing needs and priority status, including circumstances such as homelessness, overcrowding, medical needs and family or domestic violence, in line with relevant policy and procedures.
- Prepare reports and recommendations for senior management or regulatory bodies, including priority approvals and escalations.

Policies and Reporting

- Maintain accurate tenancy and property records, ensuring timely and accurate data entry, documentation and correspondence in accordance with organisational procedures.
- Ensure accurate and timely record keeping, reporting and data entry across relevant systems including HOMES, CHIMES, SDM and internal databases.
- Ensure adherence to delegation and approval policies.
- Contribute to regular internal and external operational reporting to support management oversight, compliance and financial reporting.
- Utilise internal systems such as MSO and Teams for communication, reporting and coordination across teams to support efficient and accurate service delivery.

Property Portfolio Management

- Identify and secure suitable leasehold properties through active research, property viewing and preparation of lease applications on behalf of the organisation.
- Manage lease renewals and conduct ad-hoc rent reviews as required in line with policy and funding requirements.
- Review and verify supporting documentation, including proof of identity, income and supporting letters from relevant services.

Workplace Health and Safety

- Demonstrate a proactive and positive attitude to workplace health, safety and wellbeing.
- Maintain work area and office in a safe manner and reporting any potential hazards as per policy and procedure.
- Support others within the organisation to ensure knowledge and understanding of safety requirements and practices.
- Understanding and adherence to workplace health and safety policies and procedures.
- Undertake training and ensure knowledge of WHS obligations for the individual, and the business.

Continuous Improvement and Growth

- Continuously consider and contribute to organisational and process improvements
- Report issues, test new systems and support the implementation of system updates, as requested,

- Build sector relationships, reputation and own capability. This can be done through selected and mutually agreed activities such as conference attendance, representing Metro on round tables, being an active participant in communities of practice. Developing appropriate relationships with members of Homes NSW.

Additional duties may be assigned as needed, beyond those explicitly listed, to meet the evolving needs of the role.

Relevant Qualifications and Work Experience

The required qualifications for this role includes but is not limited to:

- Certificate IV in Social Housing or a related discipline, or equivalent relevant experience.
- Demonstrated experience in Managing Tenancies and Arrears, Advocacy at Tribunal Hearings and Complispace Training.
Minimum of two (2) years' experience in Housing or NFP sectors preferred, Real Estate experience considered.

Essential Criteria

Essential Criteria for this role includes but is not limited to....

- A genuine commitment to act in accordance with the organisation's purpose and values.
- Understanding of tenancy law, funding body requirements, and compliance obligations.
- Demonstrated ability to work in a trauma-informed and person-centred approach.
- Demonstrated understanding of working with people of diverse backgrounds and complex needs.
- Excellent relationship management skills, with experience liaising with community partners, contractors, and tenants.
- Well-developed organisational and time management skills, with the ability to meet deadlines and manage competing priorities.
- Knowledge of and commitment to workplace health and safety practices.
- High-level communication skills, both written and verbal, with the ability to prepare clear documentation and reports.
- Satisfactory National Police Record Check
- Satisfactory Working with Children Check

I have read, understood, and accept the role and responsibilities outlined in the position description.

Employee:

Signature:

CEO/Manager:

Signature:
