

# POSITION DESCRIPTION

## HOUSING OFFICER

Location: Port Macquarie

Reports to: Housing Services Coordinator

Supervises: N/A

CHL Capability Band: #1

<b>Primary Purpose:</b>	Responsible for delivering high quality tenancy and property management for Community Housing Limited ensuring relevant legislation, regulations, organisational policies and procedures are followed.
<b>Context:</b>	This is an important role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision, and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.
<b>Work Health &amp; Safety:</b>	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions.
<b>Responsibilities:</b>	<p>Provide high quality tenancy management by ~</p> <ol style="list-style-type: none"> <li>1. Ensuring the timely, accurate, and efficient operation of CHL rental collection and arrears recovery systems</li> <li>2. Conducting condition reports, tenancy sign up, entry procedures, lease and rent reviews, and exit procedures</li> <li>3. Liaising with Asset Management Unit in relation to tenanted and vacated property maintenance</li> <li>4. Coordinating financial and administrative tasks to CHL standards, such as reporting, complaints, compliance, quality and accountability requirements</li> <li>5. Maintaining accurate property and tenancy data in all required systems</li> <li>6. Representing CHL at Tribunal/Court</li> </ol> <p>Maintain customer focus by ~</p> <ol style="list-style-type: none"> <li>7. Providing information and advice to tenants to assist in the sustainability of the tenancy</li> <li>8. Ensuring fair and transparent property allocation processes</li> <li>9. Work closely with government department, clients, support agencies and relevant CHL departments</li> <li>10. Providing appropriate support to wider team and organisation</li> </ol>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Two years' experience in a similar role</li> <li>• Demonstrated knowledge and understanding of the Residential Tenancies Act</li> <li>• Awareness of and sensitivity to the needs of people who are in housing crisis and/or have special needs/disabilities</li> <li>• Commitment to the right of every person to good quality housing</li> <li>• Current Driver's Licence</li> <li>• Satisfactory Police, NDIS &amp; Working With Children's Check</li> </ul>
<b>Key Capabilities:</b>	<p><b>Client Focus</b> – Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs.</p> <p><b>Embraces Diversity</b> – Acknowledges and values diversity and respects difference in all its forms.</p> <p><b>Technology</b> – Uses technology and software applications effectively in accordance with task requirements</p> <p><b>Solves Problems</b> – Resolves problems where the solutions are clear-cut and seeks guidance if solution is not obtained.</p> <p><b>Resilience</b> – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm.</p> <p><b>Self-Awareness</b>– Seeks feedback from others, understands areas of strengths and weaknesses. Understands impact of self on others</p> <p><b>Teamwork</b> – Openly shares information, participates, and contributes to team discussions and goals.</p> <p><b>Nurtures Relationships</b> – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations.</p> <p><b>Autonomy</b> – Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required</p>

	<b>Probity</b> – Adopts a principled approach, adhering to CHL’s policies and procedures.
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