POSITION DESCRIPTION

CHL You belong.

ALLOCATIONS OFFICER

Location: Box Hill
Reports to: Housing Services Coordinator
Supervises: Nil
CHL Capability Band: #1

Primary Purpose:	Responsible for delivering high quality communication, support and information for renter relocations and allocations of properties to customers on the Victorian Housing Register for Community Housing Limited, ensuring relevant legislation, regulations, organisational policies, and procedures are followed.
Context:	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.
Work Health & Safety:	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.
Responsibilities:	Community Housing Limited Group of Companies aims to allocate appropriate, affordable, and secure housing to people of low to very low incomes who have the greatest need. This role is responsible for - 1. Ensuring the timely, accurate, fair, and efficient allocation of suitable properties to appropriate customers; 2. Ensuring the housing allocations are assessed according to Government regulations, contracts and guidelines; 3. Management and oversight of renter relocations practices for customers transferring to properties, including providing supporting information, advice and being responsive to enquiries; 4. Supporting the development of appropriate information and materials to support customers to make an informed decision on accepting an offer to rental property; 5. Undertaking income assessments and rent calculations for customers and ensuring they understand how their rent is calculated; 6. Being the key point of contact for all stakeholders including Customers, Government Department, Partner Organisations and relevant CHL teams; 7. Coordinating financial and administrative tasks to CHL standards, such as reporting, complaints, compliance, quality and accountability requirements; 8. Maintaining accurate property and tenancy data in all required internal and external systems. Maintain customer focus by ~ 9. Providing information and advice to tenants to assist in creating sustainable tenancies; 10. Ensuring fair and transparent property allocation processes; 11. Providing appropriate support to wider team and organisation.
Technical Skills, Experience & Qualifications:	• Two years' experience in a similar role • Demonstrated knowledge and understanding of the Victorian Residential Tenancies Act • Awareness of and sensitivity to the needs of people who are in housing crisis and/or have special needs/disabilities • Commitment to the right of every person to good quality housing • Current Driver's Licence • Satisfactory Police, NDIS & Working With Children's Check
Key Capabilities:	**Client Focus –** Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs. **Embraces Diversity –** Acknowledges and values diversity and respects difference in all its forms. **Technology –** Uses technology and software applications effectively in accordance with task requirements **Solves Problems –** Resolves problems where the solutions are clear-cut and seeks guidance if solution is not obtained. **Resilience –** Achieves work objectives, even in difficult circumstances whilst remaining positive and calm.

	Self-Awareness– Seeks feedback from others, understands areas of strengths and weaknesses. Understands impact of self on others **Teamwork –** Openly shares information, participates, and contributes to team discussions and goals. **Nurtures Relationships –** Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations. **Autonomy –** Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required **Probity –** Adopts a principled approach, adhering to CHL's policies and procedures.