

POSITION DESCRIPTION

HOUSING OFFICER

Location:

Reports to: Housing Services Coordinator

Supervises: Nil

CHL Capability Band: #1

Primary Purpose:	Responsible for delivering high quality tenancy and property management 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:	Provide high quality tenancy management by ~ 1. Ensuring the timely, accurate, and efficient operation of CHL rental collection and arrears recovery systems 2. Conducting condition reports, tenancy sign up, entry procedures, lease and rent reviews, and exit procedures 3. Liaising with Asset Management Unit in relation to tenanted and vacated property maintenance 4. Coordinating financial and administrative tasks to CHL standards, such as reporting, complaints, compliance, quality and accountability requirements 5. Maintaining accurate property and tenancy data in all required systems 6. Representing CHL at Tribunal/Court Maintain customer focus by ~ 7. Providing information and advice to tenants to assist in the sustainability of the tenancy 8. Ensuring fair and transparent property allocation processes 9. Work closely with government department, clients, support agencies and relevant CHL departments 10. 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 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.
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