

POSITION DESCRIPTION



HOUSING AND PROPERTY OFFICER (HPO)

Supervises: Nil

CHL Capability Band: #1

Primary Purpose:	Responsible for delivering tenancy and property management for Community Housing Limited owned and leased properties within the relevant legal and organisational framework set against a culturally and socially aware context.
Context:	This is a hands-on role designated to promote positive experiences for tenants, landlords and service providers through responsible property management and respectful tenant engagement.
Legislative Framework	Ensure all tasks and activities associated to the role's operations comply with relevant safety, vehicle, property management, residential tenancy, discrimination, hygiene, child protection and criminal legislation.
Responsibilities:	Provide high quality tenancy and property management by: 1. Assessing applications for tenancies and signing up new tenants. 2. Managing rental arrears, rent reviews, and tenant invoicing and recovery for damages. 3. Conducting condition reports, tenancy sign ups, entry procedures, lease and rent reviews, and exit procedures 4. Coordinate tenanted and vacated property maintenance. 5. Maintaining accurate property and tenancy data in all required systems 6. Representing CHL at NCAT 7. Providing information and advice to tenants and service providers to assist in the sustainability of the tenancies 8. Work closely with a wide range of stakeholders as required to improve outcomes for tenancies and property management. 9. Assist in delivering outcomes for programmes related to provision of housing, property management and sustaining tenancies.
Technical Skills, Experience & Qualifications:	1. High level of literacy and numeracy and ability to use a range of computer programmes 2. Experience in working with and for Aboriginal people and people from non English speaking backgrounds 3. Experience in navigating the Residential Tenancies Act 4. Ability to navigate the conflict between ensuring that tenancies succeed and the needs of private landlords to protect their investments 5. Understanding of mandatory reporting requirements 6. Current Driver's Licence 7. Current Police clearance and Working with Children Check 8. Demonstrated problem solving skills
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.