



POSITION DESCRIPTION

Position Title:	Community Housing Officer
Reports to:	Operations Manager
Location:	Spring Hill
Hours per week:	38 hours per week
Salary Band:	SCHADS Award Level 4
Date:	November 2024
Employment Tenure	Permanent – Full Time

1.0 Organisational Overview

Jacaranda Housing is a Not-for-Profit organisation operating in the wider Brisbane and Bayside area and provides a range of community and affordable housing options for Queenslanders. Jacaranda Housing is a member-based organisation and receives no recurrent funding.

Jacaranda Housing's mission is to provide sustainable housing options through proactive tenant engagement for those at risk in our intended groups.

Jacaranda Housing is committed to transparently conducting business and strives to increase and impact the quality and supply of housing options for those in our intended groups.

Please see www.jacarandahousing.com.au for further information.

2.0 Position Summary

The Community Housing Officer (CHO) role is the face of the organisation to our residents within the properties Jacaranda Housing owns and manages. This role is essential to ensure sustainable tenancies by undertaking efficient administrative functions and actions to assist and maintain residents' tenancies.

As the CHO, you will maintain tenancy systems, undertake data collection, provide advice, support referral, and information to residents, visit all tenants every quarter or as required for undertaking routine inspections of properties, report and manage tenancy and maintenance issues while operating under the Residential Tenancy and Rooming Accommodation Act 2008. You will also carry out all requested administrative duties, as required for the organisation's benefit, at the direction of senior staff and the CEO.

You will operate within a team environment to achieve the organisational goals and objectives.

3.0 Responsibilities

The CHO responsibilities are listed as follows:

- Maintain and manage tenancy data on the company's databases
 - Record, report, and arrange cyclical maintenance within delegations
 - Maintain the data in Chintaro and other information systems
 - Rent receipting



- Operate across the housing portfolio within Jacaranda's policy and procedures, the *Social Housing Services Policy*, and the *Residential Tenancies and Rooming Accommodation Act 2008* for all tenancy actions such as allocation, rent determination and collection, signing up tenancies, minor maintenance and access.
 - Provide Policy & Procedures information and referral to external agencies when required by residents;
 - Undertake home visits on a regular basis
- Assist potential residents to complete housing applications
- All organisational administration requirements as directed
- Report on a regular basis to Senior Staff and the Chief Executive Officer (Executive Officer); and
- Perform other duties as directed from time to time to suit organisational requirements that are broadly consistent with your role.

4.0 Key Accountabilities

The following key performance indicators (major accountabilities, not exhaustive) must be met;

ACCOUNTABILITIES	PERFORMANCE INDICATORS
Maintain and manage data bases and registers <ul style="list-style-type: none"> - data bases - Chintaro - Asset Maintenance Plan - Contractors - Microsoft Office suite 	<ul style="list-style-type: none"> - All data is up to date at any time - Notes and comments are input daily to data systems - Record and report any maintenance requests in the Chintaro database as reported by resident immediately. - High level of knowledge of Microsoft suite office, excel etc.
<ul style="list-style-type: none"> - Operate within the RTA (QLD) and the Department of Housing <i>Social Housing Services Policy</i> including regular assessment of ongoing eligibility and rent subsidy reviews. - Operate within the guidelines of National Regulatory System Community Housing (NRSCH) 	<ul style="list-style-type: none"> - All RTA notices are provided to resident's - Organisational policies and procedures are always followed. - Ensure tenants ongoing eligibility for housing and that accurate rents are received. - The performance standards and outcomes of NRSCH are always followed and maintained.
Information and referrals to residents <ul style="list-style-type: none"> - Information Kits provided - Referral to appropriate agencies - Undertake home visits 	<ul style="list-style-type: none"> - Resident information kits are handed out to every resident regularly - Referrals are made to external agencies for residents on a needs basis - All properties are inspected regularly per the Asset Management policy and procedures to ensure the landlord and tenant are both meeting their obligations. - All complaints are acknowledged and dealt within the organisational policies and NRSCH requirements.



ACCOUNTABILITIES	PERFORMANCE INDICATORS
Vacancies	<ul style="list-style-type: none"> - DOH are informed of property vacancies within the specified period - Applications for housing are assessed in a timely manner with final approval by the Chief Executive Officer (Executive Officer)
Reporting	<ul style="list-style-type: none"> - Daily arrears reporting - Daily Housing Officer Reports of relevant event's - Weekly reporting is collated for the CEO as requested - Monthly reporting is provided to the CEO and operational team - Quarterly, six monthly and annual reporting for various stakeholders
Team meetings	<ul style="list-style-type: none"> - All team meetings are attended as required

5.0 Stakeholder Relationships

Internal

Other Jacaranda Housing Staff

- Work together as a team to achieve Jacaranda Housing's goals and objectives
- Advocate for tenants on matters that may arise;
- Ensure efficient systems are developed and implemented

Jacaranda Housing Tenants

- Ensure interactions with tenants, including written and verbal communication, in person, over the phone, and email, are trauma-informed and customer-focused;
- Engagement with tenants is to remain courteous and professional and in accordance with Jacaranda Housing’s code of conduct, vision, and values.

External

Department of Housing Service Centre and Contract Management Staff

- Clear communication to Dept. of Housing staff about intake, assessment, and referrals for housing and any other issues related to tenancy matters or contract management issues;
- Advocate for tenants on issues arising.

Regulatory Services Officers

- Clear, open, and honest communication with the Registrar and staff of the NRSCH



6.0 Core Competencies

The following competencies (personal, management and technical) are required to be successful in this role.

Jacaranda Housing's Core Competencies

- **Commitment to:**
 - o provide excellent service to all residents and service users;
 - o regularly attend the workplace;
 - o demonstrating initiative and striving for perfection;
 - o implement policies and procedures, including Occupational Health and Safety requirements; and
 - o Work towards Jacaranda Housing's goals and objectives.

- **Teamwork by:**
 - o Working together to achieve Resident and service user outcomes;
 - o Asking team members if they need assistance;
 - o Accepting team members for who they are and being honest if something is wrong;
 - o Asking for assistance if you require it; and
 - o Being willing to go the extra mile for the residents and company.

- **Communication** needs to be:
 - o Open and honest;
 - o Regular discussion with all team members;
 - o Respectful to all those people you work with;
 - o Confident to raise issues with team members; and
 - o Clear so that residents and service users understand their rights and responsibilities.

- **Cultural Awareness** to ensure:
 - o Residents are comfortable dealing with you;
 - o Respect to all people that you are dealing with;
 - o Empathy for the circumstance that others find themselves in; and
 - o Appropriate to ensure that residents are treated with dignity and respect.



7.0 Qualifications and Key Selection Criteria

The following experience and qualifications are necessary to be considered for this position.

Essential Key Selection Criteria

1. An awareness, understanding, and sensitivity to the community housing sector and the ability and experience to communicate with a diverse range of people from various cultures;
2. Experience working and understanding rent/tenancy procedures, tenancy agreements, and administrative processes in an office environment;
3. Patient and resilient nature with the ability to work in a sometimes difficult and fast-paced environment, assisting people with complex needs;
4. Ability to work against many competing priorities and achieve required outcomes;
5. Ability to maintain and manage tenancy data on various databases – Chintaro, Excel, and Word;
6. Computer skills that include email and software such as Microsoft suite of programs i.e. Excel and Word;
7. Follow the organisation's policies and procedures;
8. High-level organisational and administrative skills;
9. A clear understanding of the Residential Tenancies and Rooming Accommodation Act 2008;
10. Queensland Driver's License.

Highly Desirable

11. Mediation and conflict resolution skills;
12. Understanding tenancy sustainment principles
13. You meet Jacaranda Housing's Core Competencies as listed.

8.0 Organisation Chart





9.0 Verification

This section verifies that the position holder and the Chief Executive Officer have read the attached position description and are satisfied that it accurately describes the position.

NOTE: this position description is not limited to the tasks as detailed above. All practical tasks allocated by the CEO or their delegate are expected to be performed as required.

Position Holder		Chief Executive Officer (Executive Officer)	
Name		Name	
Signature		Signature	
Date		Date	

Jacaranda Housing acknowledges the traditional Aboriginal owners of country throughout Australia, and we pay our respects to them, their culture, and their Elders past, present, and future.