

POSITION DESCRIPTION



POSITION TITLE	Community Housing Officer
REPORTING TO	Housing Operations Manager
DEPARTMENT	Property and Housing
CLASSIFICATION	SCHADS Level 4

THE ROLE

The Community Housing Officer (CHO) role is the face of the organisation to our residents within the properties that YWCA Australia and YWCA Housing owns and manages. This role is essential to ensure sustainable tenancies by undertaking efficient administrative functions and actions that will assist in maintaining resident's tenancies.

As a CHO you will maintain tenancy systems, undertake data collection, provide advice and information to residents, visit all residents on a quarterly basis, reports tenancy and maintenance issues whilst operating under the applicable state Residential Tenancies Act (RTA). You will operate within a team environment to achieve the organisational goals and objectives.

KEY RESPONSIBILITIES

- Maintain and manage tenancy data on the company's data bases
- Implement, record and maintain data in Chintaro and other information systems
- Operate across the housing portfolio within the relevant state Residential Tenancies Act (RTA) for all tenancy actions such as allocation, rent collection, signing up tenancies, maintenance and access
- Provide policy & procedures information and referral to external Agencies when required by residents
- Represent the organisation at the relevant state tribunal authority
- Undertake home visits on a regular basis
- Manage Head Leasing Program, where required
- Management of Rooming House business*
- Mediate between residents within Rooming Houses to resolve housing issues*
- Assist potential residents to complete housing applications*
- Report on a regular basis to the Team Leader
- Support the Asset Management team to maintain a high-performance culture through effective management of maintenance practices, by working in a collaborative environment and supportive environment
- Ensure the Assets department meets its budgetary and financial targets by maintaining systems to capture and monitor adherence to budgets, maintenance data and contractual obligations while monitoring progress and implementing corrective actions as required
- Raise, monitor, review and endorse all responsive maintenance work within relevant timelines. Ensure that contractors selected are from the YWCA approved contractor panel and maintenance work conducted are within the expected cost estimate of works

Current at January 2025

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- Monitor, review and endorse all cyclical maintenance work to endure compliance with agreed terms
- Scope, raise, monitor, review and endorse the required maintenance to vacated properties to comply with minimum standards
- Monitor contractor performance through robust reporting to ensure compliance with the industry benchmarks for turnaround times
- Escalate complex maintenance issues to the asset management team for advice and action
- Other tasks as assigned

*Not applicable in all locations

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Experience in the community housing sector, or property related industry ensuring familiarity with tenancy management practices and procedures, RTA legislation, maintenance, tenancy agreements, budget and administrative processes in an office environment
- A clear understanding of the relevant state Residential Tenancies Act
- An awareness, understanding and sensitivity to homelessness issues and the ability and experience to communicate with a diversity of people from various cultures
- Ability to maintain and manage tenancy data on various data bases - Chintaro and Excel
- Well-developed oral and written communication skills
- Computer skills that include email and software such as Excel and Word
- High level organisational and administrative skills
- Mediation and conflict resolution skills
- State based Driver's License
- A valid state-based working with children or working with vulnerable people check

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