

Form Position Description

ABN 63 954 974 254
ICN 2256



JOB TITLE **HOUSING OFFICER**

REVIEW DATE **08/03/2018**

REPORTS TO **Community Services Manager**

POSITION DESCRIPTION

Position purpose ***Reporting to the Community Services Manager you will provide ongoing Housing Management and Support Services to a number of properties across various Aboriginal communities. Your day to day duties will involve managing and monitoring the tenancies and properties within designated communities to ensure tenants are supported, payment of rent is sustained and properties are cared for and maintained in accordance with the PMMRAC contract with the Department of Housing***

Main tasks

Core objectives include:

- Completing rent assessments, collecting forms (including but not limited to Income Consent Forms, Direct Debits, Rent Deduction Schemes and Employer Verification Form) to deal with and minimise arrears for both tenant liability and rent
- Conduct a property inspection at minimum every 182 days for each property under the contractual agreement
- Conduct interviews with tenants and provide advice on tenant-landlord relationships
- Establish and maintain strong relationships with Communities
- Interpret and implement housing legislation
- Investigate and respond to client complaints
- Liaise with key stakeholders which can include but not limited to tenants, Community Council, other service providers and STEP
- liaising with encouraging and supporting tenants' and residents' groups and attending meetings as required
- Maintain tenancy file
- Manage abandoned tenancies, squatters and unauthorised occupiers
- Manage breaches of tenancy which could culminate in carrying out evictions
- Manage housing applications, transfer of existing tenants, identify housing needs, waitlist management and conduct annual reviews
- Process applications for housing improvements and repairs and communicate outcomes to tenants

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

Other Duties Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

- Qualifications**
- Cultural Awareness
- Experience**
- Demonstrated analytical and time management skills
 - Demonstrated computer literacy in Microsoft Office Suite
 - Demonstrated experience in a similar role
 - Demonstrated experience in operating a 4WD vehicle on sealed and unsealed roads
 - Demonstrated experience in working with government departments
 - Demonstrated experience with Habitat software (desirable)
 - Demonstrated verbal and written communication skills
- Knowledge**
- Demonstrated knowledge, understanding of and commitment to the principles of Equal Opportunity and Occupational Health and Safety
 - Demonstrated basic knowledge of electrical/ plumbing parts
- Skills & competencies**
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
 - **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
 - **Teamwork:** willingness to assist and support others as required and work alongside team members in a professional and positive environment.
 - **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.
- Personal attributes**
- Ability to build rapport with key stakeholders
 - Ability to work well under pressure
 - Confident manner
 - Excellent attention to detail
 - Organisational and time management skills
 - Positive approach to change
 - Professional approach
- Other**
- Current 'C' class (open) **manual** driver licence (essential)
 - Current National Police Clearance (essential)
 - Pre-employment medical including a drug and alcohol test (essential)

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

.....
Employee

.....
Date

**SIGNED BY AN AUTHORISED REPRESENTATIVE OF PILBARA META MAYA REGIONAL
ABORIGINAL CORPORATION**

.....
Chief Executive Officer

.....
Date