

Form Position Description

ABN 63 954 974 254
ICN 2256



JOB TITLE **HOUSING OFFICER**

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:

- setting rents, administering their collection and developing policies to deal with and minimise arrears;
- interviewing tenants and giving advice on tenant-landlord relationships,
- inspecting properties;
- processing applications for housing improvements and repairs and communicating outcomes to tenants;
- preparing cases and attending court hearings;
- dealing with breaches of tenancy and leasehold agreements, which could culminate in carrying out evictions;
- dealing with abandoned tenancies, squatters and unauthorised occupiers;
- dealing with housing applications and the transfer of existing tenants;
- liaising with tenants, Community Council, property professionals and other support and welfare organisations, including social workers and STEP;
- liaising with caretakers, cleaners and maintenance staff;
- encouraging and supporting tenants' and residents' groups and attending meetings as required;
- planning and implementing slum clearance and the demolition of unused properties;
- maintaining records and writing reports
- identifying housing needs;
- building relationships with the community;
- interpreting and implementing housing legislation;
- recommending and developing local authority policies;
- monitoring and updating contractors' lists;
- investigating and responding to client complaints

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**
- Property Management qualification
- Experience**
- Demonstrated computer literacy in Microsoft Office Suite
 - Demonstrated experience in a similar role
 - Demonstrated experience in working with government departments
 - Previous property management experience
 - Demonstrated time management skills
 - 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 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**
- Professional approach
 - Ability to work under pressure
 - Ability to build rapport with colleagues and suppliers
 - Organisational and time management skills
 - Excellent attention to detail
 - Confident manner
 - Positive approach to change
- Other**
- Current National Police Clearance (essential)
 - Current manual 'C' class drivers licence (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 AUTHORISED PERSON

.....
Chief Executive Officer

.....
Date