



## POSITION DESCRIPTION

### Housing Officer – Melbourne

#### OVERVIEW

**PROGRAM:** Operations - Tenancy

**POSITION REPORTS TO:** Tenancy Team Leader

---

#### ORGANISATION CONTEXT:

##### Vision

Aboriginal Housing Victoria's (AHV) vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

AHV is the first Aboriginal housing agency to be registered as a Housing Provider in Victoria and it is also the largest. Our tenants are assured of access to an Aboriginal landlord and personalized and culturally sensitive services for Aboriginal people which helps to maintain and strengthen Aboriginal communities and cultural ties.

AHV provides housing to approximately 4,000 low income Aboriginal Victorians in 1,520 properties, representing 8% of the Aboriginal population. AHV manages tenancies across metropolitan and regional Victoria - Loddon Mallee (302), Gippsland (216), Hume (197), Grampians (119), Barwon (145) and the Northern (186), Southern (167), Eastern (44) and Western (144) Melbourne Metropolitan areas.

In September 2016, the Victorian Government formally announced the transfer of title of 1,448 properties that were previously managed by AHV, on behalf of the Director of Housing. The first tranche of 511 properties in the metropolitan Melbourne has occurred, with the balance of properties to be transferred over the next 2 years. The transfer of the properties to AHV, valued at approximately \$500 million is the largest to any community agency in Victoria. As the single largest financial commitment to Aboriginal Affairs in Victoria's history, it represents one of the most significant acts of self determination in Victoria. Title transfer represents significant progress toward achievement of the original ambition of AHV's founding Elders to achieve self determination and provide culturally responsive housing services.

##### Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non Aboriginal community.

**Respect and support** for Aboriginal identity and culture and for our tenants and stakeholders

**Striving for excellence** through leadership in Aboriginal housing and best practice service delivery

**Integrity, trust and honesty** in all our business activities

**Collaborative relationships** with our community, tenants, government and stakeholders

**Kindness, compassion courtesy and dignity** in our relationships with our clients, our stakeholders and with each other

In 2015/16 AHV is looking to become recognized and accredited as a workplace taking active steps to stop men's violence against women under the White Ribbon Workplace Accreditation Program and has a zero tolerance approach to violence.

AHV is also committed to promoting and protecting the interests and safety of children.

**PROGRAM INFORMATION:**

Tenancy Services sits within the Operations Division which also includes Maintenance and Client Services. The Operations Division is responsible for the delivery of a range of services including client enquiries, managing waiting lists, allocations, rent payment, arrears, property management and maintenance works and life skills support.

**PURPOSE OF THE POSITION:**

The Housing Officer (HO) reports to the Tenancy Team Leader. The HO role is responsible for establishing sustainable tenancies with AHV's client base, including undertaking property management duties with a complex client base. Housing Officers are required to build relationships with support services in their region to assist clients and support community capacity building.

The position will contribute to ensuring AHV achieves its strategic directions as set out in the business plan by engaging with tenants and ensuring the organisation is an active participant in the Victorian Aboriginal community. This in turn will support AHV in its contribution to the self determination and self management of the Victorian Aboriginal Community.

---

**KEY RESPONSIBILITIES**

- Provide quality housing services to Aboriginal clients, taking into account their individual social, welfare, financial and cultural needs, including linking in tenants with relevant internal and external support services.
- Establish and maintain strong relationships with tenants and external agencies to achieve tenancies that are sustained and successful.
- Work through appropriate processes with tenants to minimise both rental and vacated arrears and minimise tenant responsibility maintenance charges.
- Undertake property and tenancy management duties with a complex client base, including identification of simple maintenance needs, participating in allocation decisions and managing complaints, vacant properties and evictions.
- Represent AHV at the Victorian Civil and Administrative Tribunal and other relevant forums.
- Working closely with internal Property Compliance Officers (PCO) to facilitate the inspection of properties to achieve assessment of their overall condition and maintenance requirements.
- Collect property related information to support AHV's asset management functions including updating the asset register in the internal SDM database and the accurate maintenance of property records.
- Manage own schedule to ensure all targets are met.
- Build and maintain constructive relationships with the region's welfare and Aboriginal community organisations.
- Provide support to other team members in the delivery of tenancy services, including the annual rent review.
- Travel within an allocated region to complete home visits and stakeholder meetings.
- Attend and contribute to team and other relevant staff meetings.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base understanding that not all duties will be necessarily performed at all times.
- Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.

## QUALIFICATIONS AND LICENSES

- Current Victorian Driver's Licence.

## KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Knowledge of the tenancy and property management requirements of an Aboriginal housing provider or public housing provider, including the Residential Tenancies Act 1997, and other relevant legislation (or a demonstrated ability to acquire that knowledge quickly).
- Experience working effectively with clients with complex needs and an ability to effectively and confidently manage conflict.
- Demonstrated ability to work collaboratively with AHV colleagues and management, external services and government organisations in order to achieve positive outcomes.
- The ability to monitor data integrity and apply appropriate procedures for maintaining accurate records.
- Strong attention to detail and exceptional time management skills with the ability to prioritise a demanding workload and remain solution-focused.
- Proven experience with the Microsoft Office suite and ability to learn new software programs.
- Ability to work autonomously and to operate at a high level of personal responsibility for the effective completion of tasks.

## EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment
- The position will be located at Rae **Street, North Fitzroy**. Regular travel within the Housing Officer's allocated metropolitan Melbourne region will be required.
- A current National Police records check and relevant valid state Working With Children Check are required
- AHV is an equal opportunity workplace
- AHV promotes a smoke free workplace
- Attend mandatory and other training as required