



POSITION DESCRIPTION

Senior Housing Officer

OVERVIEW

PROGRAM: Operations

POSITION REPORTS TO: Team Leader Clients

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 Association 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:

The Clients Team is situated within the Operations Division and responsible for the delivery of client enquiry services, all aspects of tenancy services from sign up to termination, for 1,524 properties throughout regional and metropolitan Victoria and the Life Skills program. .

PURPOSE OF THE POSITION:

The Senior Housing Officer (SHO) reports to the Team Leader Clients and is responsible for the delivery of tenancy services within a defined region. The SHO role is responsible for providing leadership to a small team of Housing Officers (HOs), through supervision, coaching and training to facilitate delivery of quality outcomes; contributing to asset and service delivery planning; and contributing to decisions in relation to asset utilisation and maintenance. The SHO is responsible for ensuring AHV's tenancy services with the Region meet the organisation's statutory obligations and accountabilities.

The SHO also has a pivotal role in managing key relationships within the Region and in relation to specific housing services as well as managing the implementation of change within the team. The SHO is required to build relationships with support services in the Region to assist with community capacity building. The position will also be responsible for coordinating the services of tenants and applicants with complex needs, with a particular focus on those affected by family violence.

The position will contribute to ensuring AHV achieves its strategic directions as set out in the business plan by engaging and liaising with stakeholders 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

- Lead and build a team based approach to the delivery of tenancy services, including holding regular team meetings, and the management of a matrix reporting relationship with the relevant Property Compliance officer for the Region.
- Supervise and coach housing officers to perform to a high level and achieve key performance indicators.
- Coordinate HOs' performance development plans and undertake the mid year and annual reviews.
- Ensure effective upward communication and reporting on key performance indicators to the Team Leader Clients.
- Manage a caseload of approximately 70 tenancies and handle escalated tenancy complaints, questions, and queries as necessary.
- Coordinate and deliver services and support for complex and priority tenants with complex needs, including homelessness. Ensure that these services are client focussed and designed to achieve sustainable tenancies.
- Encourage and lead innovation, new ideas and ways of working and recommend program changes where targets are not being met or improved outcomes can be achieved
- Facilitate cross-team communication to maintain connection with other parts of the organisation and ensure the team understands the contribution of their role within the broader business.
- Promote and participate in community building programs to strengthen communities and enhance opportunities for community participation, including providing information and support that focuses on maintaining or improving client family relationships.
- Seek out, establish, and maintain relationships with key partners including Aboriginal organisations, police, health, other government and non government service providers to promote and identify opportunities for better outcomes for AHV clients.
- Identify, establish, and maintain knowledge of available support grants, funding opportunities and available community resources within the region and successfully use these to provide ongoing service.
- 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 for the health and safety of staff, volunteers and clients in your charge and implement effective OH&S measures to ensure compliance with the Occupational Health and Safety Act 2004 (Vic) Act and related legislative requirements.
- Support AHV's White Ribbon Workplace Accreditation by promoting respectful relationships between men and women and contributing to the development of an organisation culture that demonstrates a zero tolerance of violence against women.

QUALIFICATIONS AND LICENCES

- 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 in the fields of family violence, crisis intervention, advocacy, conflict management and client referral to support clients with complex needs and the capacity to provide broad based advice on policies and process to improve delivery to AHV clients.
- Demonstrated capacity to lead a small team in the delivery of quality client services and to effectively manage relationships across and up and down AHV.
- Demonstrated ability to provide external leadership, build relationships and represent AHV in a range of committees and forums.
- Demonstrated ability to work collaboratively with colleagues and management, external services and government organisations in order to achieve positive outcomes and access community resources and funding.
- 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 work load and remain solution-focused.
- Proven experience with the Microsoft Office suite and an 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 team tasks and own tasks.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment
- The position will be located at our Ballarat Office. Regular travel within the region will be required.
- AHV is an equal opportunity workplace
- AHV promotes a smoke free workplace
- Attend mandatory and other training as required