



## POSITION DESCRIPTION

### TRMC Support Officer

#### OVERVIEW

**PROGRAM:** OPERATIONS

**POSITION REPORTS TO:** Project Co-ordinator

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#### 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 Operations Division which includes Client Services, Tenancy and Maintenance 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 associated costs and life skills support.

**PURPOSE OF THE POSITION:**

The Tenant Responsibility Maintenance Compensation (TRMC) support officer reports to the Project Coordinator . The TRMC function sits within Operations and is responsible for co-ordinating AHV's TRMC charges and recovery against tenants (both current and vacated tenancies). .

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**KEY RESPONSIBILITIES**

- Respond to telephone and written TRMC enquiries.
- Ensure that all transactions and interactions related to TRMCs are recorded within the system and any associated paperwork is filed.
- Assist the Project Coordinator in investigating TRMCs.
- Prepare sections 78 and 79 cost of repair letters to tenants.
- Support the Project Officer in data collection and entry activities.
- Collate all relevant information/documentation for the processing of tenant refunds.
- Attend and contribute to team meetings.
- 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.
- 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.

**QUALIFICATIONS AND LICENSES**

Nil

**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.

- Some knowledge of the tenancy and application requirements related to a public or Aboriginal housing provider, including the Residential Tenancies Act (Vic) 1997 or the ability to acquire the knowledge quickly.
- Excellent customer service skills along with strong written and verbal communication skills
- Some data collection and recording skills.
- Demonstrated ability to work collaboratively with other staff to achieve positive outcomes.
- Strong attention to detail along with the ability to prioritise competing priorities, to work autonomously and take responsibility for the effective completion of work.
- Proficiency in IT systems including the Microsoft suite of applications.

**EMPLOYMENT CONDITIONS**

- Terms and conditions of employment are as per the Contract of Employment
- AHV is an equal opportunity workplace
- AHV promotes a smoke free workplace
- A current National Police records check and relevant valid state Working With Children Check are required
- Attend mandatory and other training as required

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....