



POSITION DESCRIPTION

Allocations Officer

OVERVIEW

PROGRAM	Aboriginal Housing Services – Housing
POSITION REPORTS TO	Senior Housing Services Officer
DIRECT REPORTS	0
IDENTIFIED POSITION	NO
AWARD	SCHCADS Level 4
DATE PREPARED	December 2023

ORGANISATION CONTEXT

About

Aboriginal Housing Victoria (AHV) is an Aboriginal community organisation responsible for managing more than 1,500 rental properties for Aboriginal and/or Torres Strait Islander people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na worn-tyeen maar-takoort*. As the housing policy lead in the Aboriginal community, AHV has responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal Rental Provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

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 renters 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, renters, government and stakeholders

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

AHV is as a workplace taking active steps to stop men's violence against women and has a zero-tolerance approach to violence in any form.

PROGRAM INFORMATION

The Housing Team is responsible for managing all aspects of a tenancy from allocation to end of lease, for more than 1600 properties throughout regional and metropolitan Victoria.

PURPOSE OF THE POSITION:

The Allocations Officer reports to the Senior Housing Services Officer and is responsible for coordinating AHV's housing allocations ensuring transparent and equitable allocations to the Victorian Aboriginal community by reviewing the relevant waiting list and making recommendations in relation to the allocation of properties.

The Allocations Officer will be required to liaise with all levels of staff and identify any areas for improvement in AHV's allocations processes.

KEY RESPONSIBILITIES

- Ensure customer service excellence to the Victorian Aboriginal community through culturally safe and appropriate service delivery.
- Respond to all enquiries regarding tenancy allocations in a timely manner and provide advice and guidance to prospective renters in relation to eligibility, the Victorian Housing Register and allocations.
- Review applications for outstanding AHV debt and arrange payment of debt prior to the offer of housing.
- Provide all relevant information and make recommendations to the allocations panel in relation to the allocation of properties.
- Liaise with stakeholders including applicants, community, support workers to ensure a timely allocation process that minimises vacancy periods and reduces impact on vulnerable applicants.
- Complete all administrative tasks relating to the offer, sign up and rent assessment processes.
- Attend and contribute to team meetings, organisational culture and broader AHV activities.
- Participate in the continuous improvement of the allocation, rent review, and relevant tenancy management processes.
- 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 always performed.

QUALIFICATIONS AND LICENSES

- Diploma of Leadership and Management or relevant qualifications are desired
- 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 community housing sector is preferred but not required.
- Experience working with customers including those with complex needs.
- An ability to manage stakeholders and maintain strong partnerships.
- The ability to negotiate and communicate across all levels of the organisation.
- Highly organised with the ability to work on multiple tasks and manage competing priorities.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment.
- AHV is an equal opportunity workplace.
- A current National Police records' check and Victorian Working with Children Check are required.
- Attend mandatory and other training as required.