



## POSITION DESCRIPTION

### Housing Officer – Eastern Region

#### OVERVIEW

<b>PROGRAM:</b>	Operations – Tenancy
<b>POSITION REPORTS TO:</b>	Senior Housing Officer
<b>DIRECT REPORTS:</b>	Nil
<b>IDENTIFIED POSITION:</b>	No; Aboriginal candidates encouraged to apply
<b>DATE PREPARED:</b>	27/05/2021
<b>AWARD:</b>	SCHCADS Level 4

---

#### 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 landlord, 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 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

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:**

Tenancy Services sits within the Aboriginal Housing Services Division which also includes Maintenance and Client Services. The Aboriginal Housing Services 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 Senior Housing Officer. 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).
- Demonstrated capacity to work autonomously and to operate at a high level of personal responsibility for the effective completion of tasks.
- 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.

### **EMPLOYMENT CONDITIONS**

- Terms and conditions of employment are as per the Contract of Employment
- Salary sacrifice is available
- The position will be located at our Fitzroy North office with regular travel required throughout the Eastern Victoria region.
- A current National Police records check and relevant valid state Working With Children Check are required
- AHV is an equal opportunity workplace
- AHV is a smoke free workplace
- Attend mandatory and other training as required