



## POSITION DESCRIPTION

### Housing Services Administration Officer

#### OVERVIEW

<b>PROGRAM</b>	Aboriginal Housing Services – Tenancy
<b>POSITION REPORTS TO</b>	Allocations Officer
<b>DIRECT REPORTS</b>	Nil
<b>CLASSIFICATION</b>	SCHADS Award Level 3.1
<b>DURATION</b>	Full-Time Maximum Term - 12 Months
<b>IDENTIFIED POSITION</b>	YES
<b>DATE PREPARED</b>	18 August 2022

#### 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.

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

## **PROGRAM INFORMATION**

The Aboriginal Housing Services Division provides culturally appropriate and consistent policies and services which sustain AHV tenancies. The Division delivers housing programs that contribute to all Aboriginal Victorians achieving quality housing outcomes in a generation.

The Tenancy Team is responsible for managing all aspects of a tenancy from sign up to termination, for more than 1500 properties throughout regional and metropolitan Victoria.

## **PURPOSE OF THE POSITION**

The Housing Services Administration Officer reports to the Allocations Officer with oversight provided by the Manager Community Housing.

The role is to develop knowledge and expertise in Allocations and Housing Management, and to become skilled and responsible for the allocations of AHV properties. You will also be responsible for delivering high quality customer service to our renters, and to provide cover for allocations officer and other housing officers in their absence.

The role is required to build relationships with support services across the State 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 renters 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**

- Under the guidance of the State Manager Community Housing and Allocations Officer, obtain practical knowledge of the duties of the allocations and Housing Officers by assisting the Tenancy Services team in administration, leading to the opportunity to backfill the functions of the Allocations Officer and Housing Officers.
- Participate in a learning and development program that will include a mix of on-the-job coaching and attending formal training courses.
- Provide quality customer service to Aboriginal clients taking into consideration their individual social, welfare, financial and cultural needs. This includes linking renters with relevant internal and external support services.
- Establish and maintain strong relationships with renters and external agencies to achieve tenancies that are sustained and successful.
- Respond to all phone and written enquiries regarding tenancy applications and allocations, including priority enquiries and provide advice to renters in relation to eligibility.
- Follow up with applicants for completion of all required paperwork ensuring establishment of an effective date of application.
- Review applications for outstanding AHV debts and arrange payment plans prior to the offer of housing.
- Work through appropriate processes with renters to sustain their tenancy.
- Ensure all information is entered into SDM accurately and in a timely way.
- 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.
- 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 LICENCES**

- Current Victorian driver's licence.

## **KEY SELECTION CRITERIA**

- Awareness and appreciation of Australian Indigenous societies and cultures and an understanding of the issues affecting Indigenous people in contemporary Australia and the diversity of circumstances of Indigenous people.
- Demonstrate capacity and interest in participating in a structured learning and development program phased over a 12-month period where you will gain skills and knowledge of the tenancy and property management requirements of an Aboriginal housing provider, including the Residential Tenancies Act 1997.
- Good verbal and written communication skills.
- Possess a strong a customer service ethic.
- Experience working effectively with clients with complex needs.
- Ability to work as part of a team.
- Good time management skills.
- Good computer literacy skills, including MS Office and willingness to learn new systems.

## **EMPLOYMENT CONDITIONS**

- Terms and conditions of employment are as per the Contract of Employment.
- AHV is an equal opportunity workplace.
- Official proof of COVID-19 double vaccination or vaccination exemption.
- A current National Police records check and Working with Children Check are required.
- Attend mandatory and other training as required.