

Position Description



Position Title:	Housing Officer
Position Type:	Full Time Permanent Position (38 hours per week)
Classification:	Social, Community, Home Care and Disability Services Industry Award (2010) Qualification/s and/or relevant life experience
Reporting To:	Manager Performance and People

About Us

Access Community Housing Company Ltd (ACHC) was first established in 1991 and is a not-for-profit company which provides social housing for individuals and families living across Far North Queensland. Funded by the Department of Communities, Housing and Digital Economy (DCHDE) and registered under the National Registration Scheme as a Tier 2 provider.

ACHC provides affordable accommodation to families, individuals and seniors (aged over 55) who are already on the Departments' register of need. We are passionate about our role in the community and fulfilling the service obligations and Client Service Charter of our company. We currently oversee over 1,200 tenants in almost 650 properties across Cairns and Far North Queensland, from Mossman to Babinda and are the largest community housing company in far north Queensland.

Our commitment to responding and supporting the diversity of tenants in culturally appropriate and respectful ways is at the basis of all interactions and actions. Our annual tenant survey continues to provide opportunity for feedback and for our tenants to have a voice about the services we provide.

Partnerships with State Government Departments particularly the Department of Communities, Housing and Digital Economy, support and community services and organisations, real estate agents, property owners and contractors are essential to our ability to prioritise the needs of our tenants and to respond in a caring and timely manner. Events such as NAIDOC week, International Tenants' Day and Homelessness Week are events that are on our calendar each year and in 2017 ACHC launched its Reconciliation Action Plan to respond to the significant proportion of our tenants who are First Nations peoples.

Our Values

Our values are the foundation of our work and influence every decision and action we take:

Respect	We will treat everyone with dignity, valuing their input and build relationships that are based on safety and trust.
Equity	We will promote a culture that is inclusive, where everyone is treated fairly. We acknowledge that all people are unique, and our responses will reflect their individual needs.
Compassion	We deliver a service that is mindful and considerate of individual's needs, circumstances and experiences.
Courage	We are committed to building strong communities and face challenges to make an impact. We will be innovative when needed and are brave in confronting injustice.
Responsibility	We practise shared accountability and acceptance of personal actions, make informed decisions and offer solutions.

Position Description

Position Purpose

The purpose of the Housing Officer position is to provide high quality tenancy and property management services to social housing tenants within their portfolio of managed and owned properties in line with Residential Tenancies and Rooming Accommodation Act (2008) and DCHDE guidelines.

Tasks involved will include sign-ups, compiling Acceptable Behaviour Agreements (ABA), support regarding bond loans, responding to referrals and identifying repair and maintenance issues.

The overall aim of the position is to educate and empower tenants to maintain successful tenancies and ensure that appropriate services and resources are made available to support them.

The role also aims to engage effectively with tenants to assess and identify any housing sustainability barriers and facilitate an early intervention response for 'at risk' tenancies with our Healthy Housing Coach.

Reporting Relationships

The Housing Officer reports directly to the Manager Performance and People.

Key Responsibilities

<p>Service Delivery</p>	<ul style="list-style-type: none"> • Effectively engage with tenants in a manner that is consistent with the Client Service Charter. • Facilitate accurate and reliable information to tenants about property conditions, the role of ACHC as landlord and tenant rights and responsibilities. • Facilitate the allocation and sign-up process for new tenants ensuring that all documentation and data entry is accurate and completed in a timely manner. • Compile and explain the tenancy Acceptable Behaviour Agreement (ABA). • Conduct 3 - 6 monthly scheduled property inspections. • Undertake entry and exit property inspections. • Provide timely feedback and information to the Team Leader and/or Manager Performance and People in relation to tenant, tenancy and staff related matters. • Facilitate positive and effective working relationships with real estate agents, private landlords and other external stakeholders. • Engage and coordinate suppliers and tradespeople to facilitate timely and appropriate quotes, repairs and maintenance. • Conduct annual rental reviews. • Prepare and attend the Queensland Civil and Administrative Tribunal (QCAT) as required. • Ensure the delivery of property management services is culturally appropriate and sensitive to the needs and aspirations of Aboriginal and Torres Strait Islander tenants as well as other culturally diverse tenant groups.
<p>Tenancy Engagement</p>	<ul style="list-style-type: none"> • Participate in tenant engagement activities as required. • Attend to tenant telephone enquiries and drop-ins at ACHC office. • Assist in the development and implementation of ACHC's annual tenant survey. • Refer complex tenancy issues to the Healthy Housing Coach.

Position Description

Team Work	<ul style="list-style-type: none"> • Provide timely feedback and information to the Team Leader and/or Manager Performance and People in relation to tenant, tenancy and staff related matters. • Participate in team learning, awareness and compliance activities as required. • Participate in professional development and training activities as required. • Contribute to creating a positive working relationship all team members. • Participate and contribute to the ACHC's continuous quality improvement processes • Participate and contribute in team and house meetings as required.
Data Management	<ul style="list-style-type: none"> • Ensure that all tenant information is protected in line with ACHC privacy and confidentiality policies. • Ensure all relevant tenant information is entered into ACHC's client information management system accurately and in a timely manner. • Provide administrative support to the leadership team members.
Workplace Health & Safety	<ul style="list-style-type: none"> • Actively contribute to the maintenance of a safe workplace. • Ensure all safety issues are reported and appropriately addressed as they arise.
General	<ul style="list-style-type: none"> • Other duties as required and within reason.

Core Requirements

1. Relevant qualifications which could include: Associate Diploma or Degree, Certificate IV in Social Housing, Certificate IV in Community Services Advocacy, Certificate of registration (real-estate salesperson), RTA and/or Tenant's Qld qualifications or certificates;
2. Previous experience in delivering social/community housing programs and/or property management
3. Demonstrated experience in working with individuals and families who identify as Aboriginal and Torres Strait Islander as well as with other culturally diverse communities;
4. Knowledge and experience in the Residential Tenancies and Rooming Accommodation Act;
5. Excellent written communication skills together with the ability to produce accurate and detailed reports.
6. Excellent interpersonal skills, including the ability to manage conflict and deal with difficult situations across a diverse client group.
7. Demonstrated skills in the operation of relevant computer systems including Microsoft products (Office, Excel, Outlook etc.) and industry specific information management systems;
8. Current Queensland Drivers Licence.
9. Evidence of up to date COVID-19 vaccination status and/or a medical exemption.
10. A current, or ability to obtain, a Blue card and police clearance check.

Conditions of Employment

- This is a full-time position working 38 hours per week. Working days will generally be Monday to Friday between the hours of 8.00am and 5.30pm, however work outside these standard hours may be required to meet the needs of the service.
- Salary classification range for this position is dependent on experience and qualifications.
- Salary packaging a tax-free amount is available to all ACHC employees (currently \$15,899 per annum). The amount available for salary packaging will be subject to Commonwealth legislation as it applies from time to time. ACHC offers salary packaging through an outsourced provider currently Access Pay.
- Employer superannuation contribution is paid at 10%. Other conditions are as per ACHC's industrial agreement.
- Appointment is contingent on the satisfactory completion of a Child Related Employment Screening Check.

Position Description



Acceptance

I have read and understood the terms and conditions of the Housing Officer position description.

Employee Name

Signature

Date