

Position Description

Position Title	Housing Officer
Department:	Housing Services
Reports to:	Housing Team Leader

Purpose of the Position

To provide specialist expertise within the Housing Services Team and more broadly across Housing Choices Tasmania as appropriate.

The Housing Officer is responsible for delivering a range of quality and professional housing management and related advisory services to residents and prospective residents, in accordance with Housing Choices' objectives, values, operating policies and procedures, government policy and statutory requirements.

Cultural Alignment

Personal alignment with Housing Choices Australia's values is an important part of working with us.

- We put people first
- We value difference and work together
- We trust and are trusted
- We learn and adapt
- We strive to be better

Specific Responsibilities

- Deliver outstanding customer service through timely, accurate and clear communication with residents, the adoption of a positive "can do" attitude and constructive responses to residents' concerns, queries and requests.
- Deliver high quality tenancy management to Housing Choices residents including but not limited to:
 - Find suitable residents to occupy vacant properties from the Tasmanian Social Housing List.
 - Communicate effectively to residents about their responsibilities and rights as a tenant
 - Work constructively to resolve resident complaints and proactively work to prevent future complaints being lodged
 - Effective collection of rent and enforcement of rental arrears and debts in accordance with Housing Choices policy and procedures
 - Carry out regular reviews of household income and rent in accordance with policy and procedure
 - Carry out regular inspections of tenancies and appropriate enforcement of tenancy care breaches.
 - Assist residents to establish rental payment systems through Centrepay online or via direct payments
 - Ensure that accurate information is entered into HCA's tenancy management system
- Actively contribute to creating a high performing and collaborative team

- Develop and maintain effective internal relationships and collaborations to provide outcomes for residents.
- Develop and maintain effective relationships with various support/referral agencies and government departments to more effectively sustain social housing tenancies

You are part of something bigger

We are a diverse, dedicated and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes
- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning, formal learning, digital learning, knowledge sharing and feedback on performance
- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety
- Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation

Key Relationships

- Work collaboratively with the maintenance and community development teams
- Develop and maintain effective relationships with various support/referral agencies and government departments to more effectively sustain social housing tenancies

Selection Attributes

Knowledge and Qualifications

- Relevant qualification in Social Housing, Community Services and/or equivalent experience
- Sound knowledge of tenancy legislation and regulatory frameworks as it relates to housing management activities including Residential Tenancies Act (Tas) 1997
- Knowledge of issues related to people experiencing homelessness including drug addiction and mental health

Experience

- Experience in managing a sizeable portfolio of tenancies in the public/community or private sector housing
- Experience in dealing with complex and challenging housing management issues including eviction and court proceedings
- Experience in providing exceptional customer service
- Experience in dealing with complex and challenging customer / residents
- Experience in working in multi-team environment

Skills

- Highly developed written and oral communication skills
- Relationship management skills, including mediation and conflict resolution skills

- Well-developed conceptual, analytical and problem solving skills
- Well-developed organisational skills, including ability to manage conflicting priorities and high caseloads without affecting quality of service delivery
- An ability to adapt to changing environments and requirements including an ability to support others through the change process
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless people, people with disability and people from a non-English speaking background

Other Requirements

- Willingness to undertake screening and employment checks
- Agreed to comply with Child Safe Environments policies and procedures
- Current driver's license and willingness to travel across HCA sites and interstate as required.

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

Job Holder _____

Date _____