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| **Position Title:** | Housing Officer | **Department:** | Quality Compliance and Property |
| **Reports to:** | Director – Quality Compliance and Property | **Supervises:** | n/a |
| **Internal Liaisons:** | Cenacle Committee, CatholicCare Housing team including Manager and Director and Managers overseeing CC Social and Affordable Housing, Transitional and Crisis Accommodation and Direct Service Delivery staff working with clients. | **External Liaisons:** | Housing ACT Housing Managers, associated organisations including Onelink, Gateway and the Justice Housing Program, Community Housing/Homelessness organisations supporting shared clients, Occupants and Residents residing in CC operated social, affordable, transitional and crisis housing properties. |

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| **Position Objective** | The Housing Officer is responsible for supporting the delivery of professional tenancy management services to an allocated portfolio of properties within the guidelines of CatholicCare Property Management Policies and Procedures, Contractual Obligations and the Residential Tenancy Act in order to sustain successful tenancies, improve client outcomes and deliver outstanding customer service. |
| **Key Responsibilities** | Suitability Assessments & Property Allocation   * Ensure capability of referrals for tenancy * Participate on suitability assessment panels for client referrals * Ensure fair and transparent property allocation processes in accordance with policies and procedures   Tenancy Management Support  Support the Property Management Team to conduct:   * Occupancy or Residential Agreement Sign-ups * Routine Property Condition Inspections * Follow up on property maintenance, repairs and replacement * New Stock Property Inspections   Tenancy Management Administration  Provide administrative support of a complex nature to senior employees including:   * Preparation of lease agreements * Review and preparation of rental and arrears reports * Conduct rental payment checks and reviews * Ensure maintenance registers and data bases are maintained with accurate information * Develop quarterly newsletters and information updates for tenant   Quality Commitment  Actively and effectively participate in:   * Regular Property Management Team Meetings * Service Delivery shared client process meetings * Portfolio Planning and Strategic Meetings * External Stakeholder Meetings * Provide statistical collection for performance monitoring   Stakeholder Engagement:   * Work closely with CatholicCare Service Delivery Staff to ensure seamless and complimentary service provision to tenants * Work collaboratively with government departments, tenants, supporting agencies and maintenance and repairs contractors. |

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| **Key Selection Criteria** | | | |
| **Qualifications /Certifications** | * Degree in Social Sciences discipline, Public Sector Management, Social Work or related disciplines or equivalent experience * Be in possession of a Working with Vulnerable People (WWVP) card (for ACT Staff) and be willing to undergo a National Criminal History Check * Current driver’s license | | |
| **Experience & Knowledge** | * Skilled in the use of Microsoft Office programs * Skilled in the use of housing management databases * Experience dealing with complex and challenging housing management issues including eviction and court proceedings * Ability to exercise judgement and/or contribute critical knowledge to assessments * Proven experience in providing exceptional customer service * Well-developed written and oral communication skills and relationship management skills * High level of organisational skills including ability to manage conflicting priorities and high caseloads without affecting quality of service delivery * Well-developed problem solving and influencing skills including ability to recommend strategies for resolution and improvement. * Mediation and/or conflict resolution skills desirable | Attributes | * Experience in providing exception client service * Ability to support the Manager in a sizeable portfolio of tenancies * Ability to provide input into the development of policies and procedures covering property management activities * An ability to adapt to changing environments * Experience in preparing reports * Ability to adapt to changing environments and requirements |

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| **Employee Declaration** |
| I have read this document and agree to undertake the duties and responsibilities as listed above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. |

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| **Employee** |  |
| **Signature** |  |
| **Date** |  |