



Job Description  
**Housing Officer**  
 Human Resources

<b>Department:</b>	Accommodation Services
<b>Primary Location:</b>	As per individual contract
<b>Award/Classification:</b>	Social Community Home Care & Disability Services Award 2010 (Level 5)
<b>Status of Employment:</b>	As per individual contract
<b>Date Reviewed:</b>	February 2017
<b>Reports To:</b>	Operations Manager

<b>Position Summary</b>	
<p>The Housing Officer reports to the designated Manager and:</p> <ul style="list-style-type: none"> <li>• Provides a highly responsive and professional tenancy and housing management service;</li> <li>• Works as a flexible, collaborative and positive member of a team</li> <li>• Communicates in a proactive manner with a range of stakeholders to fulfil Unity's Vision for affordable housing and sustainable communities;</li> <li>• Is committed to creating enduring and successful tenancies for vulnerable people in our community</li> <li>• Encourages and supports a culture of dignity and respect towards tenants, stakeholders and colleagues</li> </ul>	

<b>Key Reporting / Working Relationships</b>	
<b>Internal</b>	<b>External</b>
<ul style="list-style-type: none"> <li>• Reports to the designated Manager</li> <li>• Member of Housing Team</li> <li>• Liaises with Executive Team as required</li> <li>• Works in collaboration with other Unity teams including Housing, Maintenance, Quality Assurance and Community Connect</li> </ul>	<ul style="list-style-type: none"> <li>• Tenants</li> <li>• Tenant advocates</li> <li>• Service Providers</li> <li>• Local Councils and Funding Authorities</li> <li>• Community Housing Sector (SA)</li> <li>• Housing and Homelessness Sector</li> </ul>

<b>Special Conditions</b>
<ul style="list-style-type: none"> <li>• Hours of work are as per contract</li> <li>• May be required to be 'on call' (for which an allowance is payable)</li> <li>• Position is based at the designated office but there will be a requirement to work across all Unity sites</li> <li>• A six month probationary period will apply</li> <li>• 5 weeks annual leave</li> <li>• Some out of hours work will be required during peak times of activity or tight deadlines and will be negotiated in advance, and overtime or TOIL will apply</li> <li>• Prior to appointment and on an ongoing basis staff must undergo a satisfactory police check</li> <li>• Current full drivers licence required with no limitations</li> <li>• This position has mandatory reporting requirements under child protection legislation and appropriate training must be completed</li> </ul>

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**KEY RESPONSIBILITIES**

<b>Tenancy and Property Management</b>	<b>Time Spent (%)</b>
<p>Appropriate procedures are coordinated and/or undertaken to facilitate the filling of Unity rental properties with suitable tenants.</p> <ul style="list-style-type: none"> <li>• A 'sign-up' pack for selected tenants is prepared which entails the lease for the property, appropriate SACAT Forms, a range of Centrelink Forms and SA Water concessions, if applicable</li> <li>• Rent and bond payments are calculated using relevant guidelines and legislative and internal process</li> <li>• Appropriate letters are compiled and sent to tenants that document details of rent to be paid, frequency and effective dates</li> <li>• Arranges key handover and completion of inspection sheets, ensuring they are signed by the tenant</li> <li>• All details are regularly updated on the Tenancy database</li> <li>• Appropriate forms are sent to Centrelink and SACAT</li> <li>• A file is created and maintained to enable appropriate information to be stored and case notes updated</li> <li>• Undertakes regular inspections and other inspections as required.</li> <li>• Maintains a regular presence at all group sites and works in a proactive a manner to assist tenants to sustain their tenancies</li> <li>• Follows up any tenancy or neighbourhood issues and complaints.</li> <li>• Manages lease renewals and assists tenants to link to community agencies and supports as necessary and appropriate</li> <li>• Effectively manage all administrative functions in a prompt manner within the assigned portfolio including: data collection, reporting, managing tenant queries, complaints and disputes and phone calls</li> <li>• Ensure all WHS , EEO and other legislative requirements are met both within the workplace and in the delivery of services</li> </ul>	<p><b>35%</b></p>
<b>Tenant Management</b>	<b>Time Spent (%)</b>
<p>Prospective tenants seeking housing through Unity come from a variety of sources and the allocation process will be managed in accordance with Unity's by-laws, policies and procedures for the relevant housing program. The Housing Officer will:</p> <ul style="list-style-type: none"> <li>• Respond to applications or referrals in a timely and proactive manner.</li> <li>• When required, undertake an interview with applicants to assess their needs and determine any relevant criteria, e.g. location, house size etc.</li> <li>• Liaise with relevant support agencies and referral points which may include participating in allocation meetings with support agencies</li> <li>• Participate in updating the customer register, waiting list or other application process.</li> <li>• Arrange viewings and meet potential tenants at properties to assess suitability and to offer properties.</li> <li>• Tenant needs and changes in circumstances are addressed as necessary and regular tenant reviews facilitated.</li> <li>• Monitors tenant property inspection dates and coordinates all necessary</li> </ul>	<p><b>35%</b></p>



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<p>notices of entry forms to enable inspections to occur.</p> <ul style="list-style-type: none"> <li>• Undertakes inspections and completes inspection reports ensuring any tenant or maintenance issues are discussed and resolved.</li> <li>• Regular rent reviews are facilitated by:             <ul style="list-style-type: none"> <li>○ Compiling and sending letters to tenants outlining the rent review process and include requests for specific documentation to be forwarded to Unity.</li> <li>○ Gathering and follow up on information supplied.</li> <li>○ Entering information into tenancy database to determine new rent amount.</li> <li>○ Issuing letters to tenants that detail new rent and date when it is to commence.</li> <li>○ Organises new rent payments for tenants on CentrePay</li> </ul> </li> <li>• Tenant queries are responded to in a timely manner.</li> <li>• Responsive and vacancy maintenance is organised, in close liaison with the Asset Management Team and contractors, as required.</li> <li>• Residential Tenancy Tribunal hearings and evictions are attended as required.</li> <li>• Key registers and keys are appropriately managed through relevant policies, procedures and documentation</li> <li>• Other duties are fulfilled as reasonably required</li> </ul>	
<b>Quality Assurance and Continuous Improvement</b>	
<ul style="list-style-type: none"> <li>• Forms and processes are regularly reviewed and changes made as necessary to ensure compliance with the Residential Tenancies Act</li> <li>• Tenancy issue reports are compiled for regular professional supervision sessions with the designated Manager</li> <li>• Ensure data is collected as required and included in the national data collection report for statistical purposes</li> <li>• Appropriate training sessions are attended</li> <li>• A safe and healthy working environment is provided through observance of WHS requirements</li> </ul>	<b>15%</b>
<b>Relationship Management (internal and external)</b>	
<ul style="list-style-type: none"> <li>• Attend and actively participate in Regional and Housing Team meetings</li> <li>• Actively network with stakeholders and other parties to develop long term relationships</li> <li>• Liaises with the management team on specific issues as required</li> <li>• Accurate information is provided to the general public regarding Unity and other housing options</li> <li>• Ensure the values and culture of Unity are incorporated into all internal and external business relationships</li> <li>• Contribute to positive regional and cross functional team relationships within Unity and our partners</li> <li>• Maintain effective liaison with all key stakeholders including relevant government and non-government groups</li> </ul>	<b>15%</b>



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Other Duties	
<ul style="list-style-type: none"><li>Any other duties appropriate to the role.</li></ul>	

Key Performance Indicators
<p>The following areas will be assessed and measured through Unity's Performance Review and Development Program to monitor effective performance in accordance with the requirements of this Job Description and the employment contract:</p> <ul style="list-style-type: none"><li>Service provision to clients that meets the Company's objectives and Industry Standards including management of complaints and exceptional customer service standards incorporating prompt response times to customer and stakeholder needs.</li><li>Professional tenancy and property management that meets Industry Standards and the requirements of the relevant legislation.</li><li>Effective management of tenancy budget, specifically the management of vacancies, rent arrears and ex-tenant debts.</li><li>Effective relationship management with stakeholders.</li><li>Effective coordination and collaboration with the work of other members of the UNITY team.</li><li>Day to day management (including use of and deployment of available resources) that meets the Company's objectives.</li></ul> <p>Specific Performance Measures (KPIs) will be identified in conjunction with the Operations Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are properly measured in determining the level of performance.</p>

Values and Behaviours
<p>All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity's intranet and website and updated as necessary:</p> <ul style="list-style-type: none"><li>Respect and social justice</li><li>Innovation and creativity</li><li>Collaboration and partnerships</li><li>Leadership and continuous improvement</li><li>Accountability and honesty</li><li>Sustainable Housing in vibrant communities</li></ul>

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**PERSON SPECIFICATION**

<b>Education/Qualifications</b>	
<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Qualifications in property management are highly desirable</li> <li>• Demonstrated proficiency in a range of software applications including the Microsoft Office suite of products</li> <li>• A current driver's licence</li> </ul>	

<b>Experience</b>	
<b>Essential:</b>	<b>Desirable:</b>
<ul style="list-style-type: none"> <li>• Experience of 2 years working in Property Management that includes lease management, ingoing and outgoing inspections, bond refunds and tribunal hearings within a private rental or community housing portfolio</li> <li>• Experience coordinating and undertaking administrative services.</li> <li>• Experience working in a service industry and dealing with the public.</li> <li>• Experience working within guidelines and regulatory frameworks and knowing how to access and interpret relevant information.</li> <li>• Proven experience managing the delivery of a high quality tenancy and property management service in a complex environment</li> <li>• Computer literacy and proven ability to effectively use the internet, Microsoft Office software and tenancy databases</li> <li>• Working in a collaborative and proactive manner to promote solutions</li> <li>• Demonstrated analytical, problem solving and advocacy skills</li> <li>• Ensure that services are provided in accordance with the Company's objectives and policies and with the principles of equal opportunity, social justice, environmental sustainability, occupational health and safety, professional ethics and corporate responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous professional experience in the not for profit environment or relevant private industry</li> <li>• Experience in liaising with support workers, service providers, families and carers</li> <li>• Experience working with people experiencing poverty and living with disabilities and/or with challenging behaviours and complex needs</li> </ul>



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Knowledge	
Essential:	Desirable:
<ul style="list-style-type: none"> <li>Residential Tenancies Act and SACAT processes, or demonstrated capacity</li> <li>Knowledge and understanding of WHS and Privacy issues</li> <li>Knowledge and understanding of current social housing sector, or demonstrated capacity to quickly acquire such knowledge</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the disability and/or homeless sector and its resources</li> <li>Knowledge of social housing rent calculations</li> <li>Knowledge of community housing processes and familiarity with the appeals process</li> <li>Awareness of issues and requirements of special needs groups; particularly homeless adults and families or people at risk of homelessness; and people with a disability</li> <li>Understanding of quality systems, particularly in relation to social housing</li> <li>National Community Housing Standards</li> <li>Strata Management and the Strata Titles Act</li> </ul>

**Approval:**

**Chief Executive Officer**

Date: 24 February 2017

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

<b>Name:</b>		<b>Signature:</b>		<b>Date:</b>	
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