



Job Description
Housing Officer
 Human Resources

Department:	Housing Operations
Award/Classification:	Social, Community, Home Care and Disability Services Award 2010 (Level 5)
Status of Employment:	As per individual contract
Date Reviewed:	August 2023
Reports To:	Team Leader

Position Summary	
<p>The Housing Officer reports to the designated Manager and:</p> <ul style="list-style-type: none"> • Provides a highly responsive and professional tenancy and property management service. • Works as a flexible, collaborative, and positive member within Unity's One Team framework. • Communicates in a proactive manner with a range of stakeholders to fulfil Unity's Vision for affordable housing and sustainable communities. • Has a passionate, tenant-focussed outlook and is committed to creating enduring and successful tenancies for vulnerable people in our community. • Encourages and supports a culture of dignity and respect towards tenants, stakeholders, and colleagues. • Participates in Housing's Operating Rhythm including coaching and supports a positive culture which delivers high performing service to tenants and customers. 	

Key Reporting / Working Relationships	
Internal	External
<ul style="list-style-type: none"> • Reports to the designated Manager • Member of Tenancy and Property Team • Works closely with the Partnerships and Service Team • Collaborates with the Assets and Maintenance Team • Liaises with Executive Team as required • Works in collaboration with other Unity departments 	<ul style="list-style-type: none"> • Tenants • Tenant advocates • Service Providers • Local Councils and Funding Authorities • Community Housing Sector (SA) • Housing and Homelessness sector • Health Care Sector – SA Health, NDIA

Special Conditions
<ul style="list-style-type: none"> • Hours of work are as per contract • Position is based at the designated office but there may be a requirement to work across all Unity sites • A six-month probationary period will apply • 5 weeks annual leave (pro rata for part time) • Operate within Unity's Policy and Procedure framework, as amended from time to time. • Authority to initiate and approve expenditure within financial delegation limits, as per Unity's Delegations of Authority policy (Appendix A - Schedule of Delegations) • Some out of hours work will be required during peak times of activity or tight deadlines and will be negotiated in advance, where applicable and approved overtime or TOIL will apply • Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings

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- Current full driver's licence required with no limitations.
- This position has mandatory reporting requirements under child protection legislation and appropriate training must be completed.
- All Unity Housing staff are expected to participate in activities and spirit of Unity's Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes

KEY RESPONSIBILITIES

Operational Service Delivery

Housing Officers provide a range of services to Unity tenants and stakeholders including, but not limited to:

Tenant Selection and Allocation:

- Work closely with the Customer Care Centre (CCC) to arrange suitable tenants for properties, depending on the program type.
- Participate in tenant selection meetings to ensure appropriate referrals are considered.
- Meet potential tenants at properties to assess suitability.
- Arrange key handover and completion of ingoing inspections, ensuring they are signed by the tenant.

Tenancy Management:

- Manage lease renewals in close consultation with the Housing Admin Hub and Customer Care Centre.
- Maintain partner agency relationships to ensure appropriate referrals and ongoing tenancy support.
- Tenant queries are responded to in a timely manner.
- Responsive maintenance is reported to the Assets team for actioning.
- Proactive follow up of any current tenant debt (rent and non-rent).
- Tenant needs and changes in circumstances are considered, and regular tenancy reviews facilitated.
- Investigate and manage tenancy or neighbourhood disputes and complaints.

Property Inspections:

- Monitor tenant property inspection dates and work closely with the Housing Admin Hub to coordinate all necessary notice of entry forms to enable inspections to occur.
- Schedule and undertake inspections and complete inspection reports to a high quality using HappyCo and associated procedures, ensuring any tenant or maintenance issues are discussed and resolved.
- Conduct follow up inspections where required to support tenancy sustainability.
- Maintain a regular presence at all group sites and work in a proactive manner to assist tenants to sustain their tenancies.

Tenancy Administration

- An electronic file is created and maintained to enable appropriate information to be stored.
- Thorough case notes and updated details are maintained in the Tenancy database.
- Provide detailed information in a timely manner to the CCC and Housing Admin Hub to ensure meeting required timeframes for tasks can be achieved.
- Appropriate forms are sent to Centrelink and SACAT in a timely manner.
- Key registers and keys are appropriately managed through relevant policies, procedures, and documentation.
- SACAT hearings and evictions are prepared for and attended as required.



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General:

- Actively participate in and support Unity's community engagement plan.
- Ensure all WHS, EEO and other legislative requirements are met both within the workplace and in the delivery of services.
- Other duties are fulfilled as reasonably required.

Quality Assurance and Continuous Improvement

- Forms and processes are regularly reviewed, and changes made as necessary to ensure compliance with the Residential Tenancies Act.
- Ensure data is collected as required and included in the national data collection report for statistical purposes.
- Appropriate training sessions are attended.
- Identify ways to improve systems or processes to achieve better outcomes.
- A safe and healthy working environment is provided through observance of WHS requirements.

Relationship Management (internal and external)

- Promote positive relationships and communication within team and other departments.
- Maintain industry knowledge through industry networks and training.
- Build effective partnerships with MOU partners and other agencies.
- Promote Unity Housing's aims and services in a positive manner and provide accurate information regarding services and housing options.
- Integrate Unity Housing's values and culture in all business relationships.

Other Duties

- Any other duties appropriate to the role.

Key Performance Indicators

The following areas will be assessed and measured through Unity's Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity's Policy and Procedure framework, Strategic Plan and the employment contract:

- Professional tenancy and property management including routine inspection and lease management that meets program and reporting requirements.
- Effective management of vacancies, rent arrears and tenant debts.
- Effective relationship management with tenants and stakeholders.
- Effective coordination and collaboration with the work of other members of the Unity team.
- Effectively manage community relationships including management of tenancy complaints.
- Day to day management (including use of and deployment of available resources) that meets the Company's objectives.

Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity's Strategic Plan and are properly measured in determining the level of performance.



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Values and Behaviours

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:

- Respect and social justice
- Innovation and creativity
- Collaboration and partnerships
- Transparent and ethical
- Leadership and professionalism
- Empowering and respectful

PERSON SPECIFICATION

Education/Qualifications	
Essential: <ul style="list-style-type: none"> • Qualifications in property management, or relevant experience. • Demonstrated proficiency in a range of software applications including the Microsoft Office suite of products. 	Desirable:
Experience	
Essential: <ul style="list-style-type: none"> • Experience of two (2) years working in Property Management. • Experience coordinating and undertaking administrative services. • Proven experience managing the delivery of a high-quality tenancy and property management service in a complex environment. • Computer literacy and proven ability to effectively use the internet, Microsoft Office software and tenancy databases. • Demonstrated analytical, problem solving and advocacy skills. 	Desirable: <ul style="list-style-type: none"> • Previous professional experience in the not-for-profit environment or relevant private industry. • Experience in liaising with support workers, service providers, families, and carers. • Experience working with people experiencing poverty and living with disabilities and/or with challenging behaviours and complex needs.
Knowledge	
Essential: <ul style="list-style-type: none"> • Residential Tenancies Act and SACAT processes or demonstrated capacity. • Knowledge and understanding of WHS and Privacy issues. • Knowledge and understanding of current social housing sector or demonstrated capacity to quickly acquire such knowledge. 	Desirable: <ul style="list-style-type: none"> • Knowledge of the disability and/or homeless sector and its resources. • Knowledge of community housing processes. • 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. • Understanding of quality systems, particularly in relation to social housing.



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Approval:

Chief Executive Officer

Date: 29 August 2023

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

Name:		Signature:		Date:	
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