



Job Description
Tenant Services Officer
 Human Resources

Department:	Housing Operations
Primary Location:	Adelaide, CBD
Award/Classification:	Hospitality Industry Award
Status of Employment:	As per individual contract
Date Reviewed:	May 2019
Reports To:	Team Leader

Position Summary

Unity Housing Company Ltd (Unity) is the largest single provider of low cost community housing properties in South Australia. Whilst the core of Unity’s work is the provision of accommodation to people living with disabilities or experiencing homelessness and people on low incomes, the company is rapidly developing a diverse affordable housing property portfolio through which a growing number of people are housed each night.

The Boarding House Program provides a home each night to some of the most marginalised and disadvantaged people in the community. The aim of the Boarding House Program is to provide long term, short term and transitional accommodation to people on low incomes and those who are (or have been) experiencing homelessness.

The Boarding House Program offers accommodation across a number of sites in the city of Adelaide and houses vulnerable people who are unable to access other appropriate and affordable housing options, and who are able to live independently in a boarding house environment. The Terrace is staffed 24/7 with other sites managed in an outreach capacity.

The role of the Tenant Services Officer is to encourage an environment of mutual respect and shared responsibility at all boarding house sites. The Tenant Services Officer is responsible for creating a positive living environment for tenants and the local community.

Key responsibilities include:

- Delivering a high quality, responsive and professional service to boarding house tenants
- Ensuring tenancy management, room audits, cleaning, stock control, hazard inspections and maintenance management are carried out to a high standard
- Maintaining a safe and harmonious environment for tenants, staff, the local community and other relevant stakeholders

Key Reporting / Working Relationships	
Internal	External
<ul style="list-style-type: none"> • Operations Manager • Team Leader • Works in close collaboration with the Boarding House team and is responsible for developing positive relationships across all Unity sites 	<ul style="list-style-type: none"> • Tenants • Tenant Advocates • Service Providers • Local Councils and Funding Authorities • Community Housing Sector (SA)

Initials	
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Special Conditions

- Hours of work are as per contract
- Position is based at The Terrace Boarding House 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). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements
- 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)
- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- 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
- Pre-employment physical assessment paid by Unity and undertaken in the person's own time
- All Unity staff are expected to participate in the activities and spirit of our Reconciliation Action Plan (RAP) and to contribute towards the achievement of the organisation's Environmental, Social and Governance (ESG) outcomes

KEY RESPONSIBILITIES

Provision of Tenant Services

- Assist tenants to establish and maintain secure tenancies.
- Provide professional customer service including reception duties, answering the door and responding to telephone calls.
- Contribute to positive relationships with key stakeholders including other Unity staff, tenants, referring agencies, support workers, service providers, families and carers.
- Maintain a positive communication flow including the Communication Log and other communication registers.
- Assist with community activities and other services on site as required.
- General administrative tasks, including but not limited to general data entry and entering tenant notations in the Housing Management System as they occur. Gathering information for reporting, tenant wait list data entry, etc.
- Contribute to an Intake and Assessment process that is positive, safe and welcoming.
- Assist tenants to understand and utilise the complaint and feedback process.
- Identify and report tenancies 'at risk' to the Team Leader.
- Facilitate support and emergency services on behalf of tenants.
- Facilitate low level conflict resolution between residents.
- Participate in tenant warnings and evictions processes.

Hospitality Services/Cleaning

- Undertake cleaning duties for all boarding house sites, including after hours, weekends, evenings and public holidays as required and in line with Unity's WHS Standards).
- Ensure the cleaning of vacated and occupied rooms to a high standard and within a pre-determined timeframe.
- Pack up and store abandoned tenant belongings.



Site Duties

- Assist the Team Leader to maximise boarding house occupancy rates against organisational KPIs.
- Undertake regular room audits at all sites and ensure issues are identified and resolved in a timely manner.
- Undertake safety and security measures across all sites including regular Hazard Inspections.
- Follow stock control and inventory management procedures at all sites as directed.

Workplace Health and Safety

- Ensure a safe working environment for all staff, students, contractors and support agencies.
- Ensure a safe residential environment for tenants, visitors and the general public.
- Follow all policies, procedures, guidelines and reporting requirements in relation to Work Health and Safety at Unity's Boarding Houses, including the safe storage and handling of chemicals.
- Facilitate emergency evacuations and follow other relevant emergency procedures.
- Observe the obligation to report any hazardous circumstances or potentially hazardous circumstances as soon as aware of them.
- Ensuring all electrical equipment brought into the facilities are tested for safety.

Participation

- Contribute to continuous quality improvement that results in improved outcomes for tenants and the community.
- Actively participate in staff meetings.
- Contribute to development of policies and procedures.
- Attend forums and information sessions as directed.
- Participate in training as required.

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:

- Providing a friendly, efficient and helpful service to all key stakeholders
- Maintaining a safe environment for staff, tenants and the community
- Monitoring quality and contributing to continual improvement
- Maximising resources through low vacancy rates
- Sustaining Tenancies through minimising evictions
- Contributing to clean, hygienic and well maintained sites
- Positive community relationships including exceptional customer service, well managed complaints and positive community relationships

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:

- Qualifications in Community Services (minimum Certificate III level) or equivalent are essential.
- For potential applicants with relevant professional experience (but without the required qualification at time of application), Unity may offer assistance with course fees for the person appointed to undertake the required Certificate III in Community Services in their own time. Commencement of this qualification must occur within three (3) months of employment and be completed within two (2) years.
- Senior First Aid Certificate or willingness to attain.

Desirable:

Experience

Essential:

- Previous experience in a similar role or service environment that provides responsive servicing to tenants.
- Experience in working with disadvantaged individuals living in the community.
- Working independently as part of a team.

Desirable:

- Previous professional experience in the not-for-profit environment or relevant private industry.
- Experience in liaison with support workers, service providers, families and carers.
- Experience working with people with disabilities and/or with challenging behaviours and complex needs, or demonstrated capacity.



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Knowledge	
Essential:	Desirable:
<ul style="list-style-type: none"> Principles of customer service. Knowledge and understanding of WHS and privacy issues. 	<ul style="list-style-type: none"> Knowledge of the disability and/or homeless sector and its resources. 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.

Approval:

Chief Executive Officer

Date: 20 May 2019

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

Name:		Signature:		Date:	
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