

Senior Housing Officer Position Description

Position Title	Senior Housing Officer
Reports To	State Manager NSW
Direct Reports	1 x Housing Officer
Location	15 Denison Street, Deakin and required to travel to Amélie Housing property sites throughout ACT.
Primary position objective	This role will be responsible for completing property and tenancy management services in a professional, timely and efficient manner, in a way that integrates our values and mission; and also to supervise (providing training, support and development) a Housing Officer.

Amélie Housing Overview

Amélie Housing is a Registered Community Housing Company that aims to build more socially inclusive neighbourhoods by providing appropriate, secure and affordable housing to those who are homeless or disadvantaged including those reliant on low and moderate incomes, or have a disability and struggling to find a home in Australia's challenging private rental market.

The Senior Housing Officer will work closely with the NSW State Manager (direct manager), the Housing Officer (direct report) and the Special Works Division (who provide support services to tenants) to ensure effective service delivery that:

- Ensures that all applicants and tenants receive responsive, appropriate, respectful and quality customer service
- Minimises loss to Amélie Housing through rental arrears, minimises damage to Amélie Housing properties
- Recoups losses through the collection and enforcement of bonds and compensation
- Ensures harmonious relationships with the community through effective communication with stakeholders and appropriate enforcement of tenancy obligations
- Meets the expectations of government partners for the delivery of social and affordable housing to the community.

Principal responsibilities

Supervision of Housing Officer (and related duties)

- Providing advice, direction and support to the Housing Officer
- Supporting Management policies
- Distributing Arrears and Vacant property reports to Housing Officer and following up to ensure Housing Officer accountability
- Leading by example
- Managing and reviewing daily activities for the Housing Officer to ensure that tasks are well balanced across the team
- Ensuring that tenancy signups are timely and correctly completed
- Overseeing that inspections are planned and conducted in a timely and accurate manner with required information disseminated to stakeholders including other team members, service providers, and tenants. Included in this are requests for maintenance.
- Ensuring that statutory practices are completed accurately. This includes reviews of recommendations for ACAT hearing, and preparation for hearings.
- Overseeing the preparation of Housing Officer reports including inspections conducted, durations of vacancies, arrears
- Attending interagency meetings and middle managers meetings
- Managing appeals
- Managing, maintaining and reviewing Service Level Agreements

Managing Tenancies and Properties

- Allocating and nominating tenants through Onelink and other referral pathways
- Managing tenant sign ups
- Placing job orders for repairs and maintenance (planned and responsive) within appropriate set timeframes within delegations and budgets
- Performing professional asset inspections, six monthly or more regularly depending on tenant incomings and out goings
- Performing six monthly rent reviews from assessment of income in a timely manner.
- Attending ACAT when required and prepare documentation
- Managing (and be accountable for) tenant arrears, in accordance with Amélie Housing policy
- Managing (and be accountable for) vacant and void properties, including turnaround times in accordance with Amélie Housing policy
- Maintaining regular contact with tenants and support services (partners) to ensure sustainable tenancies
- Managing timely processing of invoices from repairs and maintenance contracts, fire safety contracts, pest contracts and grounds maintenance contracts
- Keeping senior staff informed of potential problems and hazards for example, early intervention and recommendations of the appropriate support services

Other Duties and Responsibilities

- Liaising with Housing ACT regarding changes in homes, including attending meetings with Housing ACT when required
- Managing client short lists and waiting lists
- Conducting staff training and writing procedures
- Keeping accurate records, including database and complaints
- Participating in team meetings and team development
- Liaising with external and internal stakeholders
- Assisting finance team when required
- Developing partnerships to strengthen capacity of clients and communities
- Negotiating and conflict resolution to ensure positive outcomes in complex cases. Engaging support to assist further and bridge the gap in dispute using best practice solutions
- Maintaining client contact to address upcoming needs for modifications and ensuring effective dwelling maintenance is carried out in a timely manner
- Maintaining tenancies by pursuing rent deductions as a means to control rent debt
- Contributing to asset, service delivery planning, and make recommendations in relation to asset utilisation and maintenance
- Contributing to marketing and promotion of Amélie Housing for example its newsletter

Essential Criteria:

- Demonstrated and well developed sector experience
- Demonstrated experience in supervision and work allocation priorities
- Understanding of and sensitivity to the needs of the community, social housing tenants and applicants
- Knowledge of the legal framework for social housing landlords/tenants, notably the Residential Tenancies Act (1997) ACT including tenant rights
- Experience of housing management or service delivery within a social organisation, including support areas like mental health, domestic violence and drug and alcohol abuse and homelessness
- Ability to work with minimal supervision and prioritise a demanding workload
- Well-developed organisational and analytical abilities
- Demonstrated time management and organisational skills
- Excellent written and verbal communication skills and highly developed interpersonal skills
- Experience with Microsoft Word, Excel and Outlook
- A valid driving licence
- Ability to work in a team, communicate effectively with others and recognise the viewpoints of others



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Desirable Skills:

- Experience in not for profit welfare sector
- Experience engaging with Housing ACT
- Experience in ACAT proceedings
- Experience with SDM software
- Experience with Centrelink website and reports
- Qualifications and/or training in a relevant field i.e. Cert IV in social housing would be an advantage