

Position Description

Title	Community Housing Officer
Business unit	Housing & Property
Location	As per employment agreement
Employment type	As per employment agreement
Reports to	Team Leader, East

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

This client facing role provides professional and responsive services to existing and prospective renters in accordance with Uniting Vic Tas policies and procedures, relevant legislation and regulatory frameworks.

To effectively manage a range of tenancy and property functions across an allocated portfolio.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Uniting Housing Services Team

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- Uniting Housing & Property Division
- Uniting Support Services Team

External

- Renters/consumers
- Homeless and other support workers
- Partner agencies
- Department of Families, Fairness and Housing
- Contractors

4. Key responsibility areas

Service delivery

- Undertake all tenancy management processes within the related Act (Residential Tenancies Act, Retirement Villages Act, Housing Act's Performance Standards) ensuring that renters are clearly informed about their rights and responsibilities to enable sustainable tenancies.
- Establish and maintain strong relationships with renters, including prompt action to address rent arrears or other tenancy breaches. Arrears to be under 2% of rent charged.
- Work closely with support services, both within and external to Uniting, to proactively develop responses that support renters to sustain their tenancy.
- Liaise with the Uniting Assets Team to ensure maintenance is completed within required performance standard measures including vacated maintenance (<14days), emergency repairs (<24 hours) and responsive maintenance (<14 days).
- Undertaking all tasks required, but not limited to, such work as property inspections, notice of entry, abandoned goods, in conformance with the Residential Tenancies Act 1997 and Uniting's Housing services policies and procedures.
- Prepare all documentation for and represent Uniting at VCAT hearings, including the preparation and serving of breach of duty notices and liaise with Victoria Police as required.
- Identify and assess potential renters for vacant properties through the Victorian Housing Register and referral sources
- Respond in a timely way to complaints and incidents from renters or neighbours of Uniting properties, and develop responses, with support agencies, as required. • Achieve >90% in the renter satisfaction survey

Administration

- Ensure all data is accurate and up to date at any time using Uniting systems
- Prepare accurate and timely correspondence and reports.
- Utilise all Uniting systems within policy and legislative requirements
- Maintain filing systems and accurate consumer records
- Rent Reviews are conducted annually
- Consumers queries are responded to within a timely manner and policy

Quality and risk

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, complaints, reportable conduct, and mandatory reporting (child safety)
- Where risks are identified, report through management lines for action
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.

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- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- Meeting Performance Standards as identified within the Housing Regulatory Framework
- Rental arrears <2%
- Vacancies <2%
- Turnaround times Tenantable <14 days
- Turnaround times Untenantable <21 days
- Emergency repairs <24 hours
- Responsive maintenance <14 days
- Sustaining tenancies >90%
- Evictions <6%
- Renter Satisfaction Survey >90%

6. Person specification

Qualifications

- Degree or Diploma in a relevant discipline, including community services, social sciences, social housing management.

Experience

- Demonstrated experience and/or qualifications in residential property management
- Demonstrated experience in the community housing and/or homelessness services sectors is highly desirable

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Knowledge of legal aspects of tenancy management including Victorian Residential Tenancies Act 1997
- Victorian Civil and Administrative Tribunal, CAV, Charter of Human Rights, and how this effects practice.
- Knowledge or understanding of the Housing Regulatory system
- Knowledge of the homelessness system and contributing factors leading to homelessness.

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- Sensitivity to, and understanding of, marginalised sectors of the community including people experiencing housing crisis.
- Proven ability to work cooperatively and supportively in a team environment and to work independently and autonomously
- Demonstrated ability to multi-task and time manage to effectively meet deadlines.
- Well-developed written and verbal communication skills
- Sound administrative skills, including high to advanced computer literacy skills.
- Current Victorian driver's license (essential)

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: