

## POSITION DESCRIPTION

Title	Housing Officer
Award / Contract	Social, Community, Home Care & Disability Services Industry Award 2010
Position Status	Full time – 1 Year
Location / Base	Ngaanyatjarra Lands, Western Australia

## PURPOSE OF POSITION

**The Housing Officer is responsible to** for the management and promotion of better tenancy practices for all public housing residents in Ngaanyatjarra Lands.

To achieve this, the Housing Officer meets regularly with Ngaanyatjarra residents to ensure tenancy agreements are signed, rent is received, property condition reports are undertaken, and maintenance is logged for each public housing property.

The Housing Officer is required to assist and advise tenants of their responsibilities thereby ensuring they comply with Department of Communities, Housing Authority requirements, local housing policies and procedures.

The Housing Officer must at all times work within the terms and conditions established in the agreement between the Ngaanyatjarra Council and Department of Communities, Housing Authority.

## REPORTS TO

TITLE: General Manager  
CLASSIFICATION: Regional Housing



Responsible to

TITLE: Tenancy Manager  
CLASSIFICATION: Regional Housing



Responsible to

**Housing Officer**

## ACCOUNTABILITY

- The Housing Officer is accountable to the Ngaanyatjarra Council, and reports through the appropriate management structure.
- The Housing Officer works co-operatively with Ngaanyatjarra Communities and Department of Communities, Housing Authority and complies with the communities' respective governance and reporting requirements.
- Co-ordinate the delivery of high quality programs to users in accordance with Council and Department of Communities, Housing Authority guidelines including budgets and reports.
- Ensure the Tenancy Service provided is in keeping with Council policies and procedures.

## POSITIONS UNDER DIRECT RESPONSIBILITY

TITLE	NO. OF POSITIONS
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Not Applicable	0
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## Key Responsibilities

### DUTIES TO BE COMPLETED

#### General

- Ensure a tenancy agreement that outlines tenant rights and responsibilities, supporting tenancy forms, and an ingoing property condition report is in place for all Ngaanyatjarra public housing stock
- Undertake 'Routine Property Inspection' assessments in line with Housing Authority and Council guidelines of all residents within the Ngaanyatjarra Council Regional Housing Program (NCRHP)
- Document information collected at the time of assessment using the appropriate Housing Authority assessment tools
- Support other Tenancy Officer's during peak periods
- Arrange rent deduction and arrears forms from tenants as required
- Report maintenance issues for Ngaanyatjarra public housing stock
- Contribute to the planning and review of the NCRHP service
- Ensure accurate tenancy data is provided to NCRHP Perth Office within a timely manner
- Participate and prepare for relevant internal and external meetings
- Identify opportunities for service improvement
- Responds to enquiries quickly
- Liaison with Ngaanyatjarra Community Development Administrators (CDA) in relation to community and tenancy matters

#### Finance

- Adherence to the NCAC Delegation policy

### Reporting Requirements

- Ensure accurate tenancy data is provided to NCRHP Perth Office
- Provide statistical information and prepare all relevant Housing Officer reports
- Daily liaisons with NCRHP Perth Office
- Provide a weekly report on program issues and achievements

### Collaboration

- Implement new strategies to improve the way we work

### Community

- Demonstrate a willingness to work with community members

### Decision Making

- Information is acquired and documented appropriately

### Engagement

- Working to complete a job to a high standard

### Inclusion

#### DUTIES TO BE COMPLETED

- Ensure team members who are away are included

#### Innovation

- Identification and / or implementation of more efficient work

#### Safety, Health, Quality and Environment

- Any other duties as instructed to meet the requirements of the Ngaanyatjarra Services Safety, Health, Quality and Environment management system and associated documents to the level of competence this position requires and as instructed by the management team. This may take the form of verbal or written instruction. Associated documents may include, but not limited to, the following:
  - Contract of Employment
  - Annual business Plan
  - Corrective Action Register
  - Key Performance Indicators
  - Performance Review Form
  - Disciplinary documents

#### SPECIALISED EXPERIENCE REQUIRED

- Not applicable

#### QUALIFICATIONS REQUIRED

- Drivers Licence

#### BEHAVIOURAL COMPETENCIES REQUIRED

- A strong desire to learn and grow
- Persistence, determination and resilience

#### GENERIC SKILLS REQUIRED

- Microsoft Suite (Excel, Outlook, MSWord)
- IOS

#### MAJOR CHALLENGES OF THE POSITION

- Cultural awareness
- Requirement to work autonomously
- Challenging environment

#### POSITION DESCRIPTION AUTHORISATION

Approved by:	Thomas Williams	Date:	26/01/2018
Endorsed by:	Linda Robertson	Date:	26/01/2018

As occupant, I have read and agree to comply with the requirements of this document, the SHQE management system manual and all other relevant associated documents.

Employee Name and Signature:		Date:	
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