

Job Description

Job Title:	Tenancy Officer
Ref No:	OP792
Portfolio:	Housing & Development
Service Stream:	Housing
Program:	Tenancy Services
Reports to:	Coordinator, Tenancy Services
Classification:	Social & Community Work Stream Level 4
Date:	August 2016

Job Purpose

Ensure that AnglicareSA's housing assets are effectively managed and maintained, to assist our tenants to sustain successful tenancies and create a stronger community within a defined area through engagement, collaboration and partnerships with tenants.

Key Result Areas

Client Work

- Provide an appropriate tenancy and property management service in line with the spirit and the law of the accordance of the Residential Tenancies Act 1995 and AnglicareSA Housing policy.
- Maintain consistent and regular face-to-face contact with allocated tenants in accordance with the visit schedule, including a diverse range of people who may have complex needs.
- Undertake formal tenancy inspections both scheduled and impromptu as required, and undertake assessments of any gaps in the tenant's ability to sustain a successful tenancy
- Based on tenancy inspections and assessments, and in conjunction with other support roles within the team, develop plans to address tenancy skill gaps or other potential barriers to sustaining a successful tenancy, including referring tenants to other (internal and external) support service providers.
- Liaise and collaborate as required, with other services providers that are providing support or case management to AnglicareSA Housing tenants.
- Directly provide tenants with information, training and support referrals in order to assist them to address tenancy skill gaps and to meet their obligations under the Residential Tenancies Act and AnglicareSA Housing policy.
- Based on tenancy inspections, ensure properties (and household goods where applicable) are maintained to an acceptable standard, and follow the correct procedures to arrange repairs and maintenance as required.
- Ensure that the appropriate team members are informed in a timely manner of any, vacancies, client movements and maintenance issues
- Follow all housing policies and procedures appropriately
- Develop cooperative relationships with other sector organisations that provide housing and support to tenants
- Develop cooperative relationships with other agencies and volunteer groups involved in providing assistance to tenants.
- Management of tenant rent arrears and vacancies in a timely manner, as per identified KPI's
- If required, provide tenants with assistance to source and secure alternative housing options, within prescribed timeframes and complete required documentation to substantiate this,
- Work to achieve all KPI's as requested by Manager Tenancy Services
- Complete comprehensive ingoing and final inspections of properties, with detailed notes of property condition, photographs of interior and exterior and ingoing and outgoing water meter readings

Professional / Program Development

- Maintain an appropriate knowledge base of local and state-wide services

- Undertake training as required, and maintain an appropriate knowledge base of relevant legislation and tenancy management practices along with community engagement understanding
- Actively network and work collaboratively with local and state-wide housing and homelessness service providers.
- Develop and sustain positive working relationships with key stakeholders, both government and non-government, to ensure positive client outcomes.

Administration

- Accurately record case notes, write letters as appropriate and complete data collection forms and maintain case files and provide monthly written reports or as required
- Ensure all relevant databases are updated with current client information.
- Work within an integrated model of service delivery and actively participate in team meetings, other forums and committees
- Provide case studies and other data to contribute to the service development work
- Use both desk based computers at multiple office locations, in conjunction with mobile technology, to complete administration tasks.
- In conjunction with Program Coordinator, ensure required reporting is completed for identified/required Risk Data Base entries
- Preparation and renewal of tenant lease agreement in accordance with individual program requirements,

Work Health and Safety (WH&S)

- Ensure own action or lack of action does not place own safety or that of others at risk. Use prescribed personal protective equipment.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

Specific Job Requirements

- You will be required to travel, or be based, at other AnglicareSA sites on a regular basis.
- You will be required to regularly work additional hours to meet deadlines and other requirements
- You will require a current driver's licence and a certified roadworthy vehicle that is registered and has a minimum third party property insurance. In return, you will receive a mileage reimbursement.
- You will have a mandatory requirement to report any suspicion of abuse or neglect of children or young people to the Department of Education and Child Development (DECD), Child Abuse Report Line (CARL) as required by the South Australian Child Protection Legislation.
- A current Senior First Aid Certificate is desirable .

Standard Job Requirements (all staff)

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Conform with AnglicareSA's conditions of employment, Code of Conduct, Standards of Practice and Behaviour, Confidentiality and Fair Treatment policies and other Human Resources, Work Health and Safety (particularly AnglicareSA's "no lift" and manual handling) and organisational policies and procedures.
- Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
- Perform all allocated duties within classification and work at other AnglicareSA sites if required.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Must provide evidence of Australian residency or current working VISA.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.

☒ **CrimTrac National Police History Check**

☒ **DCSI Child-Related Employment Screening**

Person Specification

Qualifications

Essential

Desirable Experience

- Experience working with people from CALD backgrounds (desirable)
- Experience in Tenancy management (desirable)
- Qualifications in Property Management, Community Housing or related area or working towards same

Demonstrable Requirements / Selection Criteria

Client Work

- Demonstrated experience is tenancy management of private, public or community housing rental properties or similar experience
- Proven ability to communicate effectively verbally and in writing with people from a range of backgrounds and experiences.
- Proven ability to develop, promote and facilitate groups / forums and facilitate linkages with formal and informal supports.
- Proven ability to negotiate systems that relate to clients and advocate on their behalf at individual and structural levels.
- Proven ability to liaise and network with a diverse range of private real estate agents, social housing providers and government agencies.
- Proven ability to carry out all property inspections and provide constructive feedback to clients.
- Proven organisational, planning, priority setting and time management skills and effectively manage own work load while working under general direction and exercising a high degree of autonomy.
- Practical knowledge of tenancy legislation
- Experience in positively engaging tenants, service providers and other stakeholders
- Knowledge and understanding of the housing sector
- Awareness of the sensitivity of the needs of people who are in housing crisis and/or have special needs/disabilities and
- Demonstrated experience as a team player working in a 'hands-on' role
- Proven ability to develop and work towards a common goal
- Demonstrated understanding of social justice principles and homelessness

Administration

- Proven ability to prioritise multiple tasks and be responsible for own workload to meet deadlines.
- Proficient user of computer software, including databases, MS Office (Word, Excel), internet and Outlook.
- Proven ability to clearly, accurately and promptly record client and program information, both manually and electronically.
- Excellent written and oral communication and reporting skills

WH&S

- Possess WH&S knowledge and professionalism to maintain a safe working environment.

Cultural Fit

- Work within a team environment in accordance with AnglicareSA values.
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AnglicareSA Vision

Justice, respect and fullness of life for all.

AnglicareSA Purpose

AnglicareSA, on behalf of the Anglican Church, expresses God's love for individuals, families and communities by:

- Making a positive difference to quality of life.
- Responding to needs and issues in ways which enhance and protect dignity and integrity.
- Promoting social justice.

AnglicareSA Values

- **Integrity**
We act honestly and ethically and ensure accountability to those we service and work with.
- **Compassion**
We respond with sensitivity and empathy to the needs, ability and aspirations of the people we work with and the communities we serve and work with.
- **Stewardship**
We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
- **Equity**
We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those customers in the most difficult circumstances to flourish.
- **Servant Leadership**
We place the needs of others first to enable them to grow. We empower, accept responsibility, and understand our role is to enable, encourage and support.

ACCEPTANCE/AUTHORISATION

Jobholder Signature: Date

Print Jobholder Name:

General Manager, Housing & Development: 

Date: 