

## Description

**Job Title:** Senior Tenancy Officer  
**Ref No:** SUP591  
**Portfolio & Program:** Housing & Homelessness  
**Reporting Relationship:** Manager, Tenancy Services  
**Classification:** Salaried  
**Date:** January 2019

*Our vision is justice, respect and fullness of life for all. Our mission is to provide care and support with a voice for disadvantaged and vulnerable people in our communities.*

## My purpose is to...

Provide program support and development to the Tenancy Services programs to ensure the delivery of professional housing and tenancy management services for all tenants. Collaborate with Program Coordinators and other Housing Managers to provide guidance, expertise and support to ensure services are delivered in an efficient and effective manner working within applicable legislative regulations, guidelines and quality standards.

## I will make a difference when I...

### Program Support

- Provide support and advice to team Coordinators and Tenancy Officers by working collaboratively in all matters pertaining to urgent program and tenant issues.
- To provide temporary Coordinator and Tenancy Officer duties for programs where staff absences occur due to leave or staff vacancy.
- Review and update all tenancy policies, procedures and work practices to ensure they include best practise principles and are appropriately aligned to relevant legislation and partnering agreements.
- Develop an auditing tool to review processes and tenant files and participate in the Audit process when required.
- Work closely with Coordinators and the Manager to ensure KPI's are set and clearly linked to strategic business plans.
- Liaise with Coordinators to ensure action is taken in response to shortfalls in service/program performance and identify needs for improvements to client needs.
- In conjunction with Manager prepare and deliver Tenancy Officers training as required including induction training to all new staff in Tenancy Services.
- Champion software systems used for Tenancy Services including Kypera or any other operational system and provide training where needed.
- Oversee systems / processes to ensure effective service delivery.
- Provide direction and support for all escalated tenancy issues.

### Program Development

- Participate in strategic business planning and program reviews.
- Contribute to tender applications and any other business development opportunities as required.
- Identify opportunities for service enhancement and expansion, using a range of data and information sources.
- Facilitate the development of projects to enable development and growth of the housing portfolio.
- Undertake specific projects as allocated by the Head of Housing Operations or Manager Tenancy Services from time to time.

### Teamwork and Communication

- Provide "go to" support for Coordinators.
- Mentor Coordinators by sharing knowledge and providing support during escalated tenancy issues.
- Contribute to the development and maintenance of a well-functioning team.
- Cooperate positively within the team and ensure open and honest communication.
- Prioritise own workload and seek direction as appropriate to achieve individual KPI's.

## Administration

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- Actively participate in supervision and performance appraisals and attend appropriate training.
- Actively participate in leadership and management meetings.
- Represent Anglicare at meetings, forums and networks.
- Provide regular reports, including qualitative and quantitative data, on service performance and outcomes.

## Customer Service

- Role model a customer focused approach across all areas of the business.
- Ensure that customer outcomes are central to all decisions and actions.
- Support an inclusive and diversified, friendly, positive and engaging culture.

## Work Health and Safety (WH&S)

- Contribute to the positive growth of the organisation's safety culture through active participation in safety initiatives, such as proactive identification and reporting of incidents, hazards and near miss events.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

## To make a difference I will...

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- 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.
- To be physically and mentally capable and report to work in a fit state to perform all duties.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.
- Have evidence of my right to work in Australia
- Obtain and maintain a National Police History Check
- Obtain and maintain a current DCSI
- Have a mandatory requirement to report any suspicion of abuse or neglect of children or young people to Families SA as required by the South Australian Child Protection Legislation.
- Have a current driver's licence and a certified roadworthy vehicle that is registered and have minimum third party property insurance. In return, you will receive a mileage reimbursement.

- ☒ Willing to work at other sites as required
- ☒ Out of hours guidance and attendance may be required

**Direct Reports:** Nil

**Working Relationships:** Tenancy Services team, Leadership team, Customers, Tenants, internal and external stakeholders.

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## I will utilise my.....

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### Qualifications

- Qualifications in Real Estate, Public Housing Policy / Delivery, Social Sciences, Property Management or related areas and/or equivalent experience.

### Skills and Abilities

- Proven ability to build constructive relationships, work in partnership and manage conflict with colleagues, community members, key stakeholders and local service providers.
- Proven ability to develop and work towards common goals with the ability to use formal and informal debriefing process effectively.
- Proven ability to develop and implement feedback and evaluation mechanisms which involve key stakeholders, to value other's perspectives and opinions and give and receive constructive feedback.
- Proven ability to be flexible, solution focused and to value diversity and difference using a range of models and approaches.
- Knowledge of current Residential Tenancies Act, Tier 1 Compliance and any other tenancy related disciplines.

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- Experience auditing processes and program files.
- Proven strong skills in conflict resolution and crisis intervention.
- Experience contributing to business strategic plans.
- Ability to review service delivery outcomes and participate in developing new program development opportunities.
- Proven ability to develop and provide clear and concise written work on services provided and outcomes / outputs achieved.
- WH&S knowledge and skills suitable for the position.
- Work within a team environment in accordance with AnglicareSA values.

## My dedication and commitment

Job holder Signature: ..... Date: .....

Print Job holder Name: .....

A/ General Manager, Housing & Homelessness .....  
Date: 8/1/19 .....  
