

Housing Officer

SAHF Program

Position Title	Housing Officer, Social & Affordable Housing Fund Program
Responsible Council	Amélie Housing
Reports To	Program Coordinator, SAHF program
Reports	Nil
Base Location	Maitland & Cardiff
Primary position objective	<p>The Housing Officer is responsible for:</p> <ul style="list-style-type: none">• Work under the direction of the Program Coordinator and ensure regular communication of all necessary information.• Tenancy management in the SAHF program• Maintenance requests, liaison with Asset Management staff, finalising work orders, and routine property inspections• Managing tenant arrears, payment plans, attending NCAT.• Managing vacancies within benchmarks.• Tenant rent reviews• Providing information as required that is used in reports on project KPIs• Working cooperatively with Program stakeholders.

St Vincent de Paul Society NSW

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and

other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Amelie Housing Overview

The SAHF project is a 25 year program funded by the Society and the NSW government that will provide tenancy and property management services to over 500 tenants and their household members in multiple locations across NSW. The project has multiple outcomes including tenancy and property management, and tailored tenant coordination services.

Amélie Housing Limited is responsible for all parts of tenancy and property management, as well as providing all outcome data to the NSW Department of Family and Community Services (FACS).

Amélie Housing will become the national housing provider for St Vincent de Paul Societies in the various States.

The position works collaboratively with internal service areas as well as other agencies and service providers.

Duties and Responsibilities

The Housing Officer is responsible for:

Key Areas:	Major Responsibilities and KPIs
<ul style="list-style-type: none">Tenancy management	<ul style="list-style-type: none">Applications assessed and sign-ups completed within benchmarks,Showing properties to prospective tenants & maintaining contact as requiredMaintaining relationship with Support Services team members, and local volunteersResponding to complaints within Amélie Housing policy and proceduresEnsuring documents are up to date and stored appropriately within SDM
<ul style="list-style-type: none">Maintenance	<ul style="list-style-type: none">Receiving maintenance requests and working with Asset Team staff within required timelinesCompleting work orders within Amélie Housing procedures and complete any necessary follow-up.Work within all delegationsCompleting ingoing, routine, and exit inspections within required timelines
<ul style="list-style-type: none">Arrears, payment plans, voids & vacancies	<ul style="list-style-type: none">Monitor rent payments, arrears, voids, and vacancies. Ensure that remedial activities are commenced within Amélie Housing procedures and benchmarksSet up and monitor tenant payment plans

Key Areas:	Major Responsibilities and KPIs
	<ul style="list-style-type: none"> Attend NCAT and complete all necessary documentation
<ul style="list-style-type: none"> Rent reviews 	<ul style="list-style-type: none"> Complete rent reviews twice yearly for social housing tenants and at least annually for affordable rental housing tenants
<ul style="list-style-type: none"> Teamwork 	<ul style="list-style-type: none"> Provide accurate and timely information to the Senior Tenancy Manager, Asset staff, other housing officers. Ensure that SDM database and other software is used appropriately and kept up to date as required by Amélie Housing procedures
<ul style="list-style-type: none"> Other duties as may reasonably be required 	

Essential Criteria

- Experience in social housing tenancy management including accurately completing routine inspections.
- Experience in working within a team structure.
- Commitment to delivery of customer service,
- Ability to meet set KPI's
- Experience in using Microsoft Word and Excel.
- Able to undertake Saturday open homes when required
- Valid Drivers licence

Desirable Skills

- Ability to manage an increasing size portfolio of social and affordable rental housing
- Post school qualifications in an area that could help Amélie Housing's social housing tenancy management
- Experience working with repairs and maintenance budgets.
- Experience with NSW Pathways.
- Experience with SDM Housing software or similar
- Additional skills/licence/understandings that may assist in the performance of the role

The St Vincent de Paul Society is an Equal Employment Opportunity Employer