

## Housing Officer – Amelie Housing

### Position Description

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<b>Position Title</b>	Housing Officer
<b>Responsible Division</b>	Housing
<b>Reports To</b>	Team Leader
<b>Base Location</b>	Wentworthville or Eagle Vale

<b>Primary position objective</b>	<p>The role is responsible for:</p> <ul style="list-style-type: none"><li>• Provision of a high level of service to tenants and a similar standard of outcomes from all of their activity</li><li>• A portfolio of transitional, social and/ or affordable housing properties</li><li>• Completion of portfolio responsibilities in a timely and efficient manner</li><li>• Undertakes required tasks in a way that integrates Amelie's values, mission, and strategy, and demonstrates a personal commitment to our tenant's wellbeing</li></ul>
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### St Vincent de Paul Society

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

Amelie's housing portfolio includes a SAHF portfolio being a 25 year' program funded by the Society and the NSW government that will provide tenancy and property management services to 500 tenants in multiple locations across NSW. The project has multiple outcomes including tenancy and property management, and tailored tenant coordination services.

In addition, a portfolio of social and affordable housing tenancies which Amelie manages as either owner, lessee of LAHC properties, or private investor landlords. Of this latter portfolio, over 80% are transitional tenancies.

In addition, Amélie Housing is responsible for all parts of tenancy and property management, as well as providing all outcome data to the NSW Department of Communities and Justice (DCJ).

Amélie Housing is the national housing provider for St Vincent de Paul Societies in NSW, ACT and SA.

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:

- Managing tenancies and properties
- Performing six monthly income-based rent reviews
- Assisting with the management of tenant arrears, in accordance with Amelie Housing, NCHS and NSW Government Community Housing policies
- Managing and be accountable for vacant and void properties, including turnaround times in accordance with Amelie Housing, NCHS and NSW Government Community Housing policy.
- Communicating with internal team, specifically the Support Service Facilitator and Recovery Officer or potential tenant issues for early intervention and recommendations of appropriate support services.
- Keeping accurate records, including the SDM database, share drive and Complaints Register in the Complispace program.
- Participating in team meetings and team development
- Liaising with external and internal stakeholders
- Submit Bond claims with all relevant documentation to Finance in accordance with Amelie procedures
- Provide all relevant information and documents in preparation for NCAT hearings and if needs be, attend NCAT hearings as and when required to stand-in for the Arrears Officer.
- Issue Arrears notices in liaison with the Arrears Officer
- Actively maintaining a current knowledge of Amelie's procedures to assist with the efficient operations and across teams with the aim of improving Amelie's service to its tenants.
- Developing partnerships to strengthen the capacity of clients and communities
- Maintaining client contact to address upcoming needs for modifications and ensuring effective dwelling maintenance is carried out in a timely manner
- Maintaining tenancies by pursuing rent deductions to control rent debt
- Contributing to asset, service delivery planning, and make recommendations in relation to asset utilisation and maintenance
- Maintain regular contact with tenants and support services to ensure tenancies are sustained.
- Liaise with landlords/agents for leasehold tenants
- Encourage, promote and establish tenant participation programs, events and activities
- Adopt early intervention practices to ensure tenancy disputes are prevented and, where they arise, are identified and dealt with appropriately and promptly
- Assist in the identification of ongoing and emerging issues in homelessness and housing and contribute to an environment of continuous quality improvement and innovation.
- Approving of new tenants, albeit the tenant nomination process is conducted by the support provider.
- Encouraging Flexibility and Innovation

## Essential Criteria

- Understanding of and sensitivity to the needs of the community, social housing tenants and applicants
- Current knowledge of the legal framework for social housing landlords/tenants, notably the RTA (2010) NSW and recent 2020 amendments, including tenant rights
- Experience of housing management or service delivery within a social organisation, including support areas like mental health, domestic violence and drug and alcohol abuse
- Strong teamwork and Communication skills to align actions within the Amelie Housing Strategic Plan.
- Ability to work with minimal supervision and prioritising a demanding workload
- Working in conjunction with all levels of the organisation both within the Housing team and other teams within Amelie Housing
- Accountability for your actions within the role
- Ability to take direction and apply best practice to service delivery in a policy and procedure driven environment
- Adaptable to new skills and proactively contribute to your own development
- Well-developed organisational and analytical abilities
- Demonstrated time management and organisational skills
- Demonstrated commitment to the values of Amelie Housing and The Society of St Vincent de Paul
- Excellent written and verbal communication skills and highly developed interpersonal skills
- Experience with Microsoft Office
- A current NSW driving license
- Passionate about assisting those in need of appropriate and secure housing
- Qualifications and/or training in a relevant field
- Maintain a client-centred approach, which is culturally appropriate and demonstrates a trauma informed practice

## Desirable Skills:

- An understanding of and commitment to the Christian values of Amelie and The Society of St Vincent de Paul
- Experience in Not for Profit welfare sector
- Appropriate tertiary qualifications, e.g. Cert IV in Social Housing
- Homes / Pathways experience
- Experience in SDM
- Experience in NCAT
- Experience with Centrelink website and reports

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