**Job Description Form**

**Area Manager Remote North**

**Position Details**

**Position Number:**  015834

**Classification:**  Level 6

**Award / Agreement:**  PSA 1992 / PSCSAA 2021

**Organisational Unit:** Service Delivery/ Community Services

**Location:** Halls Creek

**Classification Date:** 21 June 2012

**Effective Date:** September 2021

**Reporting Relationships**

**This position reports to:**

Regional Manager, 015823, Level 8

**Positions Under Direct Supervision:**

This position may supervise a small team.

**About the Department**

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome-based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place-based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

**Role Statement**

This position is responsible for managing and overseeing all housing activities within designated areas. Manages local resources and key stakeholder relationships to maximise organisational outcomes in accordance with Regional Strategic Planning. Identifies and promotes business development opportunities and partnerships.

**Duties and Responsibilities**

**1. Area Management**

1.1 Accountable for the management of the portfolio of properties within the defined Area relating to:

* + Aboriginal housing under the direct management model;
  + Government Regional Officers’ Housing for departmentally leased, owned and managed, other agency leased and owned, and privately leased and owned;
  + Social housing for departmentally owned and privately owned.

1.2 Manages the business activities of the Area Office encompassing the full range of asset management, tenancy management and related financial management and reporting functions.

1.3 Identifies and mitigates agency and political risk at a local level.

1.4 Investigates and responds to, Ministerial enquiries, Parliamentary questions and customer complaints on behalf of the Regional Manager.

1.5 Identifies and promotes business development opportunities and partnerships.

1.6 Prepares, monitors and controls are budgets including maintenance and minor capital works in conjunction with the Regional Manager.

1.7 Manages the area waitlist activities of the area team with a focus on tenancy and asset management.

1.8 Responsible for balanced score card reporting at an area level.

1.9 Represents the Regional Manager at various forums as required including on-call emergency situations.

**2. Resource Management**

2.1 Controls, monitors and reviews all revenue and expenditure activities in accordance with the Financial Management act and controls the reconciliation of daily banking.

2.2 Controls, authorises and reviews revenue, recovery actions, subsidies and amenities provisions.

2.3 Identifies and implements business improvement opportunities.

2.4 Leads and supports the team to achieve key performance indicators in all areas of business activity.

2.5 Coordinates the area’s asset management program in conjunction with the Regional Manager.

2.6 Manages the Department’s Performance Development program within the area team.

**3. Service Delivery**

3.1 Liaises with other Departments, local authorities, welfare and community groups and contractors on all matters associated with tenancy and property management.

3.2 Assists with the management of town based and remote Aboriginal communities in conjunction with Aboriginal Housing and Regional Manager.

3.3 Recommends acquisition of vacant land and spot purchased properties for the building program.

3.4 Manages housing appeal reviews and represents the Department as required.

**4. Corporate Responsibilities**

4.1 Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.

4.2 Actively participates in the Communities performance development process and pursues professional and personal development opportunities.

4.3 Undertakes other duties as required.

**Essential Work-Related Requirements (Selection Criteria)**

1. Related industry background with a sound understanding of the social housing sector.

2. Demonstrated management and supervision skills.

3. Demonstrated understanding of Aboriginal culture and issues.

4. Well developed interpersonal and communication skills.

5. Well developed research, analytical and problem solving skills.

6. Well developed written skills.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.

2. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Department.

3. Able to travel to remote regional locations, including by light aircraft, and to stay overnight or for short periods.