**Job Description Form**

**Housing and Property Services Officer**

**Generic**

**POSITION DETAILS**

Classification Level: Level 3

Award/Agreement: PSA 1992 / PSGOGA 2014

Organisation Unit: Service Delivery

Physical Location: Various

JDF Review Date: 28 November 2014

Position Creation Date: 17 April 2008

**REPORTING RELATIONSHIP**

This position reports to: Various

This position has no subordinates.

**ABOUT THE DEPARTMENT OF COMMUNITIES - HOUSING**

The Department of Communities - Housing is an affordable housing provider involved in land development, housing construction and property management. Working in partnership to build economic and social prosperity by enabling Western Australians to have a place to call home.

The agency promotes a high standard of Equal Opportunity, Occupational Health and Safety, and ethical principles/practices. It is a requirement that relevant safety procedures/guidelines and equal opportunity principles are applied at all times.

**ROLE STATEMENT**

To manage, control and monitor a designated number of Housing Service Delivery tenancies and properties to ensure tenants are supported, payment of rent is sustained and properties are cared for and maintained.

**ROLE CONTEXT & SCOPE**

The position is responsible for the provision of property and tenancy management services associated with the agency’s owned and leased properties. The position ensures ongoing consultation and communication with a diverse group of stakeholders, including tenant’s real estate agents, contractors, government agencies, local authorities and departmental staff, to ensure that a customer focussed service is delivered.

Housing Service Delivery will play its part in building better communities by:

1. OUTCOMES Establishing mutually responsible relationships with our customers to promote positive and sustainable housing outcomes.

2. SOLUTIONS Understanding our customers through effective assessment, and matching housing solutions to their needs.

3. SUPPORT Being attuned to our customers’ existing and emerging needs, and activating appropriate support services.

4. FAIRNESS Consistently promoting and applying the principles of substantive equality, natural justice and procedural fairness.

5. IMPROVE Engaging with our customers and stakeholders to help us continuously improve our products, services and processes.

Housing Service Delivery manages tenancies across the State. Government Regional Officers Housing (GROH) and Community Housing (rental housing managed by local government or non-government not-for-profit organisations) and Bond Assistance (interest-free loans to obtain accommodation in the private rental market) fall under the Housing Service Delivery division, with close links to Aboriginal Housing. The Department of Communities - Housing also has a strong focus on providing home ownership opportunities to public housing tenants.

**CORE DUTIES AND RESPONSIBILITIES**

1. **Customer Service**
	1. Apply and work within the Department of Communities - Housing’s Customer Service Charter
2. **Tenant Support**
	1. Respond to customer queries regarding accounts, maintenance and tenancy matters.
	2. Liaise with government and non-Government agencies and community based groups to facilitate provision of assistance and ongoing support to meet the needs of the Housing Authority’s tenants.
	3. Assess and make recommendations regarding transfer of tenants within allotted round.
	4. Complies with Agency requests for the relocation, vacation and occupation of tenants within allotted round.
3. **Tenancy Management**
	1. Manages tenancies in accordance with the provisions of the Residential Tenancies Act.
	2. Maintain and provide statistics for key performance indicators.
	3. Attend Strata Management meetings as required and makes decisions on behalf of the Department of Communities - Housing within delegated authority.
	4. Prepare and initiate submissions where recovery/eviction action is necessary and provide reports to the Regional Manager or delegated officer.
	5. Investigate and respond to Executive, Parliamentary, Ministerial and Ombudsman enquiries.
4. **Rental payment**
	1. Control and monitor the payment of rent and other charges, including Centrelink and Direct Debit processes; counsel tenants in arrears and initiate recovery action.
	2. Process rent to income assessment reviews, annual market rent updates, eligibility reviews and interviews with tenants to assess housing options.
5. **Property Care and maintenance**
	1. Carry out inspections of properties to ensure compliance with tenancy conditions and complete property condition, inventory and tenancy reports in accordance with Department of Communities - Housing policy.
	2. Control and co-ordinate maintenance for allocated properties and ensure satisfactory completion of maintenance work in accordance with delegated authority and Department of Communities - Housing policy.
	3. Organise quotes as required for refurbishment of properties and monitor progress of works through to completion of project.
	4. Initiate maintenance and minor works, monitor progress and control maintenance expenditure for a given number of rental properties within allocated budget.
	5. Prepare budget submission for maintenance and minor works within allocated round and provides variance reports as required.
	6. Liaise with and monitor contractor performance to ensure that work is completed to Department of Communities - Housing standards and direct remedial action as necessary.
	7. Authorise payment of contractor job orders and other miscellaneous payments within delegated authority.
	8. Provide a general scope of works for redevelopment properties when required
6. **Development**
	1. Carry out a range of other duties which may include opportunities to act in more senior roles and relieving at other branches in the Region.
	2. Work in a way which fits with Department of Communities - Housing practices, policies and values, and support the implementation of new policies and practices.
	3. Maintains skills and knowledge base, assesses skills gaps, and identifies appropriate training opportunities to address skills deficiencies.
	4. Coach and/or mentor colleagues as required.
	5. Identify and act on opportunities for increase effectiveness and efficiency in the Branch.

**KEY ROLE RESPONSIBILITES**

**Tenant support**: liaising, face to face, by phone and in writing, with tenants, other groups/organisations and a range of people in our Agency

**Tenancy management**: ensuring our tenancy agreements are met

**Debt Management**: ensuring debt is controlled and managed, instigating recovery action where necessary in accordance with Department of Communities - Housing and statutory requirements

**Property care and maintenance**: ensuring properties are maintained and care for in a way which meets our Agency and statutory requirements

**Development**: working in a way which fits with our practices, policies and values, coaching and mentoring others, keeping your skills and knowledge up to date, identifying opportunities for improvement

**ELIGIBILITY REQUIREMENTS**

You will need to be;

* Willing and able to work in other Housing & Property Services Officer positions at the same level within the Region.
* Have Australian permanent residency at the time of applying.
* Able to obtain a current National Police Clearance if you are successful.
* The holder of a current Western Australian ‘C’ or ‘C-A’ Class Driver’s License, and maintain that license for the duration of your employment.
* Prepared to undertake out-of-town travel, which may include overnight or extended stays.

**ROLE RELATED REQUIREMENTS**

**You will need to be someone who can show us they have a proven track record for:**

1. Delivering outstanding service to customers every time – especially when circumstances are challenging and problems difficult to resolve.
2. Keeping track of a wide variety of tasks and getting things done correctly and on time.
3. Relating to, and working with, people from all walks of life and showing respect for their cultural differences/needs, in particular, those of Indigenous people.
4. Making themselves understood in an appropriate way when speaking or writing to others, often in response to sensitive issues.
5. Identifying opportunities to improve the way things get done.
6. Supporting their own and others’ development.

**Only existing Level 3 Staff wishing to progress to Level 4 need to address Item 7.**

1. To progress to Level 4 the substantive occupant has been at the top of their substantive Level 3 salary range for a period of at least 12 months and meets all the prescribed criteria for the level 4 classification.