**Job Description Form**

**Area Manager**

**Position Details**

**Position Number:**  Generic

**Classification:**  Level 6

**Award / Agreement:**  PSA 1992 / PSGOCSAGA 2017

**Organisational Unit:** Service Delivery – Client Services

**Location:** Various

**Classification Evaluation Date:** 7 April 2008

**Reporting Relationships**

**This position reports to:**

Regional Manager, Level 8

**Positions Under Direct Supervision:**

This position has the following subordinates:

* Housing Services Team Leader, Level 5.
* Housing Services Officers, Level 3
* Customer Service Officers, Level 2

**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; youth justice; 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 role manages and controls the activities of the Area Office.

**Duties and Responsibilities**

1. **Area Management**

1.1. Manages and controls the functions of the Area Office to ensure that quality services are provided in accordance with Departmental policy.

1.2. Contributes to the development and review of regional strategies, policies and programs at a local level and implements policies and procedures for the Area.

1.3. Establishes and maintains contact with a network of service agencies, welfare bodies, local politicians etc within the Area Office sphere of operation.

1.4. As part of the Regional Management Team, assist with the strategic management and control of the Regions business activities and formulates and reviews Area and individual work-plans.

1.5. Manages and implements projects and programs at a local level and assists with more complex and strategic projects as required.

2. **Client Services**

2.1. Assesses the eligibility of applications, priority assistance and controls waiting list management.

2.2. Determines or declines bond assistance applications.

2.3. Manages controls and monitors the allocation of Department of Housing tenancies.

2.4. Controls and co-ordinates maintenance of all Department of Housing properties and ensures satisfactory completion of maintenance.

2.5. Provides a focal point of contact for clients at a local level to provide advice and assistance in regard to Department of Housing services as well as services available from other departments/organisations.

2.6. Investigates and responds to Managerial, Parliamentary and Ministerial enquiries.

3. **Human Resources**

3.1. Manages and directs staff under control, ensuring staff are aware of all conditions of their employment.

3.2. Provides guidance to staff under control identifies training needs and ensures adequately trained staff to give quality services to clients.

3.3. Conducts regular comprehensive staff appraisals, monitors staff performance, and provides staff with feedback and recognition of work performance and access to counselling as required

4. **Financial Service**

4.1. Controls, monitors and reviews all revenue and expenditure activities in accordance with the FAAA Act and controls the reconciliation of daily banking.

4.2. Controls, authorises and reviews revenue services, recovery action, subsidies and amenities provisions.

4.3. Conducts self-audit programs and reports on key branch audit controls.

4.4. Formulates submissions for capital works budgets and building programs.

5. **Asset Management**

5.1. Manages and controls the acquisition and disposal of properties and other assets at a local level, ensuring that rental assets are maintained in accordance with health and safety regulations.

5.2. In conjunction with the Manager, develops, schedules and implements asset management strategies including assisting with Refurbishment programs.

5.3. Controls and manages the assets of the Area Office including motor vehicles.

6. **Other**

6.1. Ensures that records services and registers are maintained.

6.2. Performs other duties as directed.

6.3. Promotes a high standard of Equal Opportunity and Diversity, personal conduct, and Occupational Safety and Health in the workplace.

**KEY ROLE RESPONSIBILITIES**

**50%** Area Management

**20%** Client Services

**5%** Human Resources

**10%** Financial Services

**10%** Asset Management

**5%** Other

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

**ESSENTIAL**

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

1. Experience in the management of rental accommodation.
2. Demonstrated mid-level management experience, with the ability to lead, develop, and maintain a well-trained, innovative and motivated team to achieve mutually agreed objectives and goals.
3. High standard of relationship management skills including the ability to relate to staff at all levels and to liaise effectively with external agencies and the general public.
4. An ability to effectively communicate with Indigenous people and a knowledge and understanding of Multicultural client groups and issues.
5. Well-developed written skills, particularly in report writing.
6. Ability to prepare and monitor budgets effectively.
7. Analytical skills and the ability to solve problems.

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

* Understand public housing issues and the role of support agencies in the area of public housing.
* Experience in Human Resource management, Occupational Health and Safety and Training Issues.
* Knowledge of asset management principles and lifecycle.

**Essential Eligibility Requirements / Special Appointment Requirements**

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

2. Have Australian permanent residency at the time of applying.

3. The occupant of this position must have the ability to travel to and work in various Department Offices in the Perth Metropolitan Area in response to organisational requirements.

4. 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.