**Job Description Form**

**Housing Services Officer**

**Position Details**

**Position Number:**  Generic

**Classification:**  Level 3

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

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

**Location:** Various

**Classification Evaluation Date:** 28 February 2008

**Reporting Relationships**

**This position reports to:**

Housing Services Team Leader, Level 5

**Positions Under Direct Supervision:**

This position has no subordinates.

**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**

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

**Role Context and Scope**

The position is responsible for the provision of property and tenancy management services associated with the department’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.

The position sits within the Service Delivery business area which manages approximately 39,000 tenancies across the State. Government Regional Officers Housing (GROH), 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 Service Delivery division, with close links to Aboriginal Housing. The Department also has a strong focus on providing home ownership opportunities to public housing tenants.

**Duties and Responsibilities**

**1. Customer Service**

1.1. Apply and work within the Department of Communities - Housing’s Customer Service Charter.

**2. Tenant Support**

2.1. Respond to customer queries regarding accounts, maintenance and tenancy matters.

2.2. 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 department’s tenants.

2.3. Assess and make recommendations regarding transfer of tenants within designated tenancies and properties.

**3. Tenancy Management**

3.1. Manage tenancies in accordance with the provisions of the Residential Tenancies Act.

3.2. Maintain and provide statistics for key performance indicators.

3.3. Attend Strata Management meetings as required and make decisions on behalf of the department within delegated authority.

3.4. Prepare and initiate submissions where recovery/eviction action is necessary and provide reports to the Regional Manager or delegated officer.

3.5. Investigate and respond to Executive, Parliamentary, Ministerial and Ombudsman enquiries.

**4. Rental Payment**

4.1. Control and monitor the payment of rent and other charges, including Centrelink and Direct Debit processes, as well as counsel tenants in arrears and initiate recovery action.

4.2. 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**

5.1. Carry out inspections of properties (including GROH where applicable) to ensure compliance with tenancy conditions and complete property condition, inventory and tenancy reports in accordance with departmental policy.

5.2. Carry out pre-vacation inspections of properties (including GROH where applicable) to ensure compliance with tenancy conditions and minimise debt to the client and the department.

**6. Development**

6.1. Work in a way which fits with the department’s practices, policies and values, and support the implementation of new policies and practices.

6.2. Maintain your skills and knowledge base, assess skill gaps, and identify appropriate training opportunities to address skills deficiencies.

6.3. Coach and/or mentor colleagues as required.

6.4. Identify and act on opportunities for increased effectiveness and efficiency in the branch.

**7. Other**

7.1. Carry out a range of other duties which may include relieving in other roles and at other branches as required.

7.2. Applies equal opportunity, occupational health & safety, and ethical principles and practices in all aspects of this role.

7.3. Performs other duties as directed.

**KEY ROLE RESPONSIBILITIES**

**30% Tenant Support:** liaising, face to face, by phone and in writing, with tenants, other groups/organisations and a range of people in our department.

**30% Tenancy Management:** ensuring our tenancy agreements are met.

**20% Debt Management:** ensuring debt is controlled and managed, instigating recovery action where necessary in accordance with the departmental and statutory requirements.

**10% Property Care and Maintenance:** ensuring properties are maintained and care for in a way which meets our departmental and statutory requirements.

**10% 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.

**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. Delivering outstanding service to customers every time, especially when circumstances are challenging and problems difficult to resolve.

2. Ability to manage multiple tasks, prioritise workloads, meet deadlines and complete tasks accurately.

3. Demonstrated ability to relate to and work with people from all walks of life and show respect for their cultural differences/needs, in particular those of Aboriginal and Torres Strait Islander peoples.

4. Well-developed written and verbal communication skills including an ability to respond to sensitive issues in a clear and appropriate manner.

5. Identify opportunities for continuous improvement and innovation.

6. Exhibit a personal commitment to personal development of yourself and others.

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

7. *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.*

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

1. Experience in the management of rental accommodation.

**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.

5. Flexibility to undertake intrastate travel and to stay overnight or for short periods.