

Job Description Form

Housing and Property Services Officer

Position Details

Position Number:	Generic
Classification:	Level 3
Award / Agreement:	PSA 1992 / PSGOCSAGA 2017
Organisational Unit:	Service Delivery Regional and Remote Communities
Location:	Regional

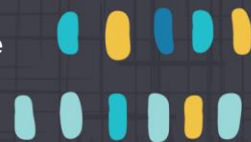
Reporting Relationships

This position reports to:

Level 5, Housing Services Team Leader, Generic

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.

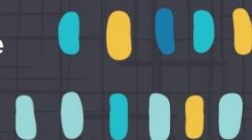
The Department's functions and services include disability services; child protection and family support; social and affordable housing; youth justice; community initiatives and remote regional services reform.

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

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.



Duties and Responsibilities

1. Customer Service

1.1. Apply and work within the Department of Communities - 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 tenants.

2.3. Assess and make recommendations regarding transfer of tenants within allotted round.

2.4. Complies with Agency requests for the relocation, vacation and occupation of tenants within allotted round.

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 makes decisions on behalf of the Department of Communities - within delegated authority.

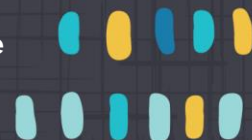
3.4. Prepare and initiate submissions where recovery/eviction action is necessary and provides reports to the Regional Manager or delegated officer.

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; 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.

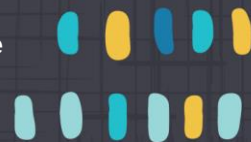


5. Property Care and maintenance

- 5.1. Carry out inspections of properties to ensure compliance with tenancy conditions and complete property condition, inventory and tenancy reports in accordance with Department of Communities – Housing policy.
- 5.2. 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.
- 5.3. Organise quotes as required for refurbishment of properties and monitor progress of works through to completion of project.
- 5.4. Initiate maintenance and minor works, monitor progress and control maintenance expenditure for a given number of rental properties within allocated budget.
- 5.5. Prepare budget submission for maintenance and minor works within allocated round and provides variance reports as required.
- 5.6. Liaise with and monitor contractor performance to ensure that work is completed to Department of Communities - standards and direct remedial action as necessary.
- 5.7. Authorise payment of contractor job orders and other miscellaneous payments within delegated authority.
- 5.8. Provide a general scope of works for redevelopment properties when required.

6. Development

- 6.1. 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.
- 6.2. Work in a way which fits with Department of Communities - practices, policies and values, and support the implementation of new policies and practices.
- 6.3. Maintain skills and knowledge base, assess skills gaps, and identify appropriate training opportunities to address skills deficiencies.
- 6.4. Coach and/or mentor colleagues as required.
- 6.5. Identify and act on opportunities for increase effectiveness and efficiency in the Branch.



Essential Work-Related Requirements (Selection Criteria)

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.

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. Flexibility to undertake intrastate travel with minimal assistance to remote regional locations, including travel off-road and by light aircraft, and involving overnight or short stays and camping.