**Job Description Form**

**Housing and Property Services Officer**

**Position Details**

**Position Number:** Generic

**Classification:** Level 3

**Award/Agreement:** PSA 1992 / PSCSAA 2022

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

**Location:** Regional or Remote WA

**Classification Date:**

**Effective Date:** May 2023

**Reporting Relationships**

**This position reports to:**

Housing Services Team Leader, Generic, Level 5

**Positions under Direct Supervision:**

This position has no subordinates.

**About the Department**

The Department of Communities is Western Australia’s major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women’s interests; community services; prevention of family and domestic violence; seniors and ageing; volunteering; and youth. We also lead the State’s welfare recovery, following challenges presented by the COVID-19 pandemic.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

**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.

**Position Duties and Responsibilities**

**1. Customer Service**

1.1 Applies and works within the Department of Communities - Customer Service Charter.

**2. Tenant Support**

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

2.2 Liaises 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 Assesses and makes 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 Manages tenancies in accordance with the provisions of the Residential Tenancies Act.

3.2 Maintains and provides statistics for key performance indicators.

3.3 Attends Strata Management meetings as required and makes decisions on behalf of the Department of Communities - within delegated authority.

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

3.5 Investigates and responds to Executive, Parliamentary, Ministerial and Ombudsman enquiries.

**4. Rental Payment**

4.1 Controls and monitors the payment of rent and other charges, including Centrelink and Direct Debit processes, counsel tenants in arrears and initiate recovery action.

4.2 Processes 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 Carries out inspections of properties to ensure compliance with tenancy conditions and completes property condition, inventory and tenancy reports in accordance with Department of Communities – Housing policy.

5.2 Controls and coordinates maintenance for allocated properties and ensures satisfactory completion of maintenance work in accordance with delegated authority and Department of Communities – Housing policy.

5.3 Organises quotes as required for refurbishment of properties and monitors progress of works through to completion of project.

5.4 Initiates maintenance and minor works, monitors progress and controls maintenance expenditure for a given number of rental properties within allocated budget.

5.5 Prepares budget submission for maintenance and minor works within allocated round and provides variance reports as required.

5.6 Liaises with and monitor contractor performance to ensure that work is completed to Department of Communities - standards and direct remedial action as necessary.

5.7 Authorises 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 Carries 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 Works in a way which fits with Department of Communities - practices, policies and values, and supports the implementation of new policies and practices.

6.3 Maintains skills and knowledge base, assesses skills gaps, and identifies appropriate training opportunities to address skills deficiencies.

6.4 Coaches and/or mentors colleagues as required.

6.5 Identifies and acts on opportunities for increase effectiveness and efficiency in the Branch.

**Corporate Responsibilities**

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

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

3. Participates in emergency or critical event response management duties as required.

4. Undertakes other duties as required.

**Work Health and Safety Responsibilities**

**All Employees (and Volunteers / Trainees / Contractors)**

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

**Supervisors (if applicable)**

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

**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 Criminal Record Check conducted by the Department.

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.