**Job Description Form**

**Housing Services Officer**

**Position Details**

**Position Number:** Generic

**Classification:** Level 3

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

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

**Location:** Metropolitan and Regional WA

**Classification Date:**

**Effective Date:** May 2023

**Reporting Relationships**

**This position reports to:**

Area Manager Remote North, 015834, Level 6 /

Managers Housing Services, Various, Level 6 /

Housing Services Team Leaders, Various, 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**

This position has responsibility for the management and monitoring a designated number of Service Delivery tenancies to ensure Tenants are supported, payment of rent is sustained, and properties are cared for and maintained.

The role 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.

**Key Role Responsibilities**

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| --- | --- | --- |
| **30%** | **Tenant Support:** | liaising, face to face, by phone and in writing, with Tenants, other groups/organisations and a range of people in the 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. |

**Position 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 1987 (WA)*.

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, Work Health and Safety, and ethical principles and practices in all aspects of this role.

**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)**

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 Criminal Record Check conducted by the Department.

2. 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

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

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.