

Westside Housing Company Ltd

Position Description – Tenancy Officer

1. Position Details			
Position title	Tenancy Officer	Salary	As per Contract
Location	West Hindmarsh (or other sites as required)	Employment Type	Full Time Permanent with a 6 month probationary period mandatory
Reports to	Manager, Housing Services	Benefits	Birthday Day Off Superannuation and PBI Salary Packaging as available by ATO
Direct reports	Nil	Team	Housing Services Team
		Date Approved	12/09/2023
2. Organisational Relationships			
Sustaining communities and connecting people			
Compassionate and Kind		Ethical and Transparent	
Creative and Innovative			
Organisational Overview	<p>The vision of Westside Housing is a community that is appropriately housed and socially connected. We are a values-based not-for-profit and all team members are expected to contribute to our vision.</p> <p>We aim to achieve our vision by building, managing and maintaining homes to provide safe and affordable rental housing. We are innovative in our pursuit of these aims and may pursue a variety of opportunities to support our vision. Today we provide a home for more than 1,000 people.</p> <p>We are passionate about improving people's lives through the foundation of affordable housing. We will continue to increase the number of homes available to people unable to access the private market, to facilitate opportunities for tenants to sustain their tenancies and actively participate in the community.</p>		
Position Purpose	<p>This role requires adaptability and flexibility to support the diverse and changing range of tasks that may be required. This position description represents the job as it is today, however Westside Housing reserves the right to make changes to the position as required.</p> <p>This position has mandatory requirements under child protection legislation and appropriate training must be completed.</p> <p>The Tenancy Officer is responsible for the tenancy management of a designated portfolio of homes. They work as part of a team and work collaboratively both externally and internally to build successful tenancies and sustainable communities.</p>		
Key Functions	<p>The key elements of this role are:</p> <ul style="list-style-type: none"> • a highly responsive and flexible tenancy management service; • a quality customer service taking into account individual circumstances and capacity; • being knowledgeable about local services and connecting people to supports and community to facilitate successful tenancy and neighbourhood outcomes; • complying with the requirements of the Residential Tenancies Act and the National Regulatory System for Community Housing; • Aiming to continually improve how things are done and keeping people safe. 		

3. Primary Responsibilities and Expected Outcomes

	Key Responsibilities
<p>Tenancy and Property Management is highly responsive and flexible</p>	<p>All tenancies are managed in accordance with the Residential Tenancies Act, the National Regulatory framework, the relevant SA Housing Authority policies, Westside Housing policies and procedures and within accepted industry best practice standards.</p> <p>Vacant properties are effectively and efficiently managed:</p> <ul style="list-style-type: none"> • Vacant properties are identified in a proactive manner. • Upcoming vacancies are recorded and the relevant staff notified of the impending vacancy. • Chintaro and other documentation is kept up to date throughout vacancies and tenancing. • Vacancy maintenance is monitored and recorded as required by the maintenance team. • Vacancies are managed as a priority to reduce the time taken for a tenant to move into a property that is ready for tenancing. • Prospective tenants are provided with the appropriate information and documentation in a timely manner. • Tenants sign all relevant information and pay all monies required prior to moving into a property. • Tenant transfers (either internal or external) are managed in a timely manner and the transfer is documented. • Other duties as required. <p>Tenancies are managed in a sustainable tenancies framework;</p> <ul style="list-style-type: none"> • All written and verbal correspondence is of a professional standard. • Regular inspections and other inspections are carried out in a regular and timely manner all required follow up work is carried out promptly, including health safety matters. • Rents are managed proactively and in accordance with the Act. • Data is entered into Chintaro in an accurate manner to enable meaningful reporting on trends and tenant demographics. • Regular rent reviews are carried out accurately and in accordance with policy requirements; • Maintenance is managed effectively and efficiently in co-ordination with the Asset & Maintenance Coordinator. • Safety issues are managed effectively and in a timely manner. • Key registers and keys are appropriately managed. <p>South Australian Civil and Administrative Tribunal (SACAT) hearings, Orders and any evictions are managed professionally, consistently and compassionately;</p> <ul style="list-style-type: none"> • Centrepay and other payment processes are effectively managed. • Monitor transfer requests and other issues in your portfolio and ensure that proactive strategies are in place to mitigate the impacts and to manage potential risks, particularly to vulnerable tenants or members of the community • A proactive approach is taken to tenancy management and an active and positive presence is maintained, particularly at medium and high density sites. • Investigate complaints and disputes in a professional manner and in accordance with Westside Housing's policies and procedures. • Other duties as required <p>The administrative element of tenancy management is diligently and professionally carried out:</p> <ul style="list-style-type: none"> • All details are regularly and accurately updated on the tenancy database and any other recording

	<p>mechanism.</p> <ul style="list-style-type: none"> • All details are kept private and confidential within the privacy principles and operational guidelines of Westside Housing. • All Residential Tenancies regulated documentation is executed and stored in accordance with the Act. • All policies, procedures and other internal documents are complied with. • Lease renewals are managed prior to the expiry of leases. • Data collection, reporting and documentation is carried out accurately and on time. • Other duties as required.
Tenants are connected to supports and community	<p>Ensure that tenants are encouraged to provide feedback and to link with their local community when appropriate:</p> <ul style="list-style-type: none"> • Support the development of a suite of useful information on services in the locations within the portfolio. • Maintain positive relationships with appropriate agencies and individuals in the local area. • Keep informed on services that may be relevant. • Maintain a strong understanding of issues relevant to the customer base, such as cultural, health, disadvantage, disability and accessibility. • Actively participate in Westside Housing’s tenant participation activities and ensure that tenants are informed and encouraged to participate. • Support tenant consultation events and activities. • Develop effective and appropriate consultation mechanisms within the portfolio, particularly at medium and high density sites and sites where there are ongoing issues or where issues have recently escalated. • Arrange and participate in case conferences as appropriate. • Liaise with support workers where appropriate and necessary. • Participate in monitoring of progress in this area. • Other duties as required.
Teamwork is effective	<ul style="list-style-type: none"> • Work autonomously as well as within a team framework sharing knowledge and ideas openly as well as being receptive to others experiences and ideas. • Promote a climate of trust and actively promote the Westside Housing Code of Conduct and values including teamwork at all times. • Contribute to process improvement activities within the Westside Housing team to achieve industry best practice and organisational objectives. • Tenancy issues are communicated regularly and professional supervision is actively participated in to support professional practice and teamwork. • Training and professional development sessions are attended. • All staff and team meetings are attended and actively participated in.
Processes are continuously improved	<ul style="list-style-type: none"> • Attend team meetings to ensure up to date knowledge and understanding of workplace practices. • Participate in the staff appraisal system. • Implement appropriate corrective action to address areas of non-performance of systems and/or staff. • In consultation with relevant parties, develop, document and maintain office procedure manuals. • Participate in training as directed. • Other duties as required.
Westside Housing complies with external requirements	<ul style="list-style-type: none"> • Support Westside Housing’s ongoing compliance with the Residential Tenancies Act, Community Housing National Regulatory Framework and funder requirements. • Ensure that work health and safety requirements are actively promoted and complied with. • Protect and maintain client confidentiality and adhere to the legislative privacy principles at all times.

	<ul style="list-style-type: none"> • Meet all relevant legislative and government guidelines • Strict adherence to all Westside Housing policies including the Code of Conduct and privacy policies including information sharing guidelines. • Other duties as required
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4. Key Performance Indicators

The following areas will be assessed and through Westside Housing Housing’s Planning & Development process to monitor effective performance in accordance with the requirements of this Position Description and the employment contract:

- Provide a quality customer service within the customer service standards
- Professionalism. Always maintain a professional approach
- Inspections are completed as required on all homes in the portfolio allocated
- Rent arrears and other debt managed within a sustaining tenancies framework
- National Regulatory thresholds for tenancy services
- Complaints are well managed and documented and preventative strategies implemented
- Administration tasks are completed to advanced standards eg Chintaro notes, start and end of tenancy processes

Specific Performance Measures (KPIs) will be identified in conjunction with the Manager, Housing Services for this role to ensure that outcomes detailed in the above Key Responsibilities are properly measured in determining the level of performance.

Person specification

	Description
Skills & Abilities	<ul style="list-style-type: none"> • Excellent interpersonal skills and the ability to work effectively with people who may be vulnerable and disadvantaged. • ICT skills including proficiency with the Office Suite and capacity to effectively use an electronic diary and tenancy database. • The capacity to prioritise work and meet competing deadlines. • Ability to work independently as well as part of a team. • Ability to perform a range of tasks that are outside the main list of duties but are within the limits of the competency and are incidental and peripheral to the main duties. • Excellent administration skills. Current drivers licence.
Knowledge and Experience	<ul style="list-style-type: none"> • Experience of 3 years working in property management incorporating the full range of residential property management activities. • Relevant qualification, preferably Property Management Certificate. • Knowledge of the Residential Tenancies Act and SACAT processes • Sensitivities to the particular needs of vulnerable people, particularly those who have experienced homelessness.

<p>Essential</p>	<ul style="list-style-type: none"> • The desire to provide an excellent service to vulnerable and disadvantaged people as a platform for active participation in the community • Capacity to evolve and change practice to keep improving outcomes for customers and neighbourhoods • Minimum 3 years' experience working as a property manager • Knowledge of the Residential Tenancies Act, Abandoned Goods Act and Disability Discrimination Act • Certificate level (or higher) qualifications in Property Management and/or Social Housing • Ability to embrace change as it occurs • Ability to incorporate tenant engagement principles into their work • Demonstrated capacity to manage difficult tenancy issues and to implement a proactive and sustaining tenancies approach • Well-developed communication, interpersonal and consultation skills including the ability to communicate effectively and tactfully and to build and maintain relationships at all levels. • Capacity to maintain a high degree of discretion and exercise sound judgement in dealing with sensitive and confidential matters • Capacity to contribute to reporting and data collection • Computer literacy including the Microsoft Office suite of products and tenancy databases • Demonstrated high level of personal honesty and professionalism • The capacity to work safely and to keep others safe • Willingness to undertake a satisfactory national police clearance check, working with children check and other relevant background checks, as requested • Current drivers licence
<p>Desirable</p>	<ul style="list-style-type: none"> • An understanding of the community housing regulatory framework or National Community Housing Standards. • Previous experience with a not-for-profit organisation.

Standard Job Requirements

We take our responsibility to the community seriously and, protecting children, young people and vulnerable adults. All applicants need to undergo a comprehensive checking mechanism including but not limited to qualifications checks, referee checks, identity (including 100 points) checks and professional registration checks. Child safe related clearance checks which may change from time to time are ongoing.

Workplace health and safety (WHS) - Staff always have an obligation to work safely and not endanger their own well-being or the well-being of others. This includes other staff as well as members of the public. Westside Housing staff must adhere to organisational policies, procedures and safe work practices always. Furthermore, all staff are obligated to report any hazardous circumstances or potentially hazardous circumstances as soon as they become aware of them and comply with all reasonable instruction regarding WHS matters.

Culture, Values and Continuous Improvement – All staff are expected to adopt new ideas and work practices, assist others to adapt to change, and to share knowledge and experience with others. They are expected to work within the Code of Conduct and Values, Vision and Mission and Strategic and Business Plans. Behaviour will be positive and proactive and in accordance with established organisational processes, procedures and policies.

All staff are expected to comply with Westside Housing equal opportunity, affirmative action and diversity initiatives and principles.

All staff are expected to keep up to date with policy and procedural change to ensure the efficient and effective delivery of their role.

All staff will;

1. Adhere to the legislative requirements of their role, including but not limited to the CHP Act (SA), Work Health & Safety Act, Residential Tenancies Act, Workers Rehabilitation & Compensation Act, Equal Opportunity Act and Anti-Discrimination Act;
2. Be physically and mentally capable and present in a fit state to conduct their duties;
3. Actively participate in training, planning and development reviews, performance development or performance improvement and team meetings as required.

5. Signature

I accept, understand and agree to the requirements of this position and will carry them out to the best of my ability.

Note: This position description is aimed at describing the core output that should be achieved in this role. It is not intended to include specific tasks, temporary activities or projects. This approach in writing overall purpose and accountabilities supports focus on key outputs and flexibility in a changing context.

Name:

Date:

Signature:

Chief Executive Officer

Julie Blake

Date:

12 September 2023

Signature:

Julie Blake