

# Position Description

<b>POSITION TITLE</b>	Senior Housing Officer, Tenancy Management
<b>POSITION NUMBER</b>	103631
<b>AWARD</b>	Local Government Industry Award
<b>CLASSIFICATION</b>	Level 5
<b>POSITION TYPE</b>	Fixed Term, Full Time (38 hours per week)
<b>DIRECTORATE/PROGRAM</b>	Council Services / Tenancy Management
<b>LOCATION/S</b>	Alice Springs with regular travel to communities
<b>SUPERVISOR</b>	Housing Support Services Senior Coordinator, Tenancy Management
<b>POSITIONS SUPERVISED</b>	This position has no direct reports

## PRIMARY OBJECTIVE

Provide tenancy management and client services to tenants of remote community housing in accordance with the *Residential Tenancies Act and Housing Act*, and advice and information to the public on matters relating to public housing programs in accordance with legislation and Council policies and procedures.

## KEY DUTIES AND RESPONSIBILITIES

- Manage a caseload of remote community housing tenancies to ensure all obligations under the *Residential Tenancies Act and Housing Act* are met, including managing lease agreements, minimising debt, addressing anti-social behaviour and inspecting assets
- Assist clients to achieve successful tenancies through liaison with, and referral to, appropriate support services
- Investigate, report and make recommendations to the Housing Support Services Senior Coordinator on tenants continued eligibility for remote community housing
- Prepare accurate and timely information as required
- Contribute to the formulation and development of procedures to ensure service delivery meets the needs of clients, and accounts for the changing environment in which services are delivered
- Ensure adherence to the Council's Work, Health and Safety policies and be available to work with after-hours emergency teams in the cases of natural disaster/critical incidents
- Respond positively to change with a commitment to ongoing improvement and professional development
- Act professional at all times, demonstrate cultural awareness and operate within the boundaries of agreed policies and procedures

## SELECTION CRITERIA

### Essential

- Demonstrated ability to understand delivering remote community housing service, with the ability to value individual differences and diversity, and deliver services within a regulatory environment
- Demonstrated listening, written and verbal communication skills, including the ability to develop relationships and negotiate effectively and sensitively with people who do not speak English as their first language
- Demonstrated ability to understand and apply policy and legislation and provide appropriate advice to staff and clients, including valuing individual differences and diversity
- Proven high level organisations skills, including demonstrated ability to work on agreed priorities, complete tasks and maintain accurate records and files
- Demonstrated ability to work independently, often with limited supervision, as a member of a team, and ability to supervise a small team
- Proven skills in the use of information technology systems, including Microsoft applications
- Knowledge of Council's Work Health and Safety requirements
- An awareness of issues affecting Aboriginal people in remote locations
- A current Northern Territory "C" Class Drivers Licence
- Acceptable Police Check and Current Ochre Card
- Right to work in Australia

### Desirable

- Lived and/or professional experience gained in a remote or regional community