

Position Description

POSITION TITLE	Senior Housing Officer, Tenancy Management
POSITION NUMBER	108002
AWARD	Local Government Industry Award
CLASSIFICATION	Level 5
POSITION TYPE	Fixed Term, Full Time (38 hours per week)
DIRECTORATE/PROGRAM	Council Services / Tenancy Management
LOCATION/S	Alice Springs with regular travel to communities
SUPERVISOR	Housing Support Services Senior Coordinator, Tenancy Management
POSITIONS SUPERVISED	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