

Mission Australia

About us: Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.

We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.

Together we stand with Australians in need, until they can stand for themselves.

Purpose: Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.

"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)

Values: Compassion Integrity Respect Perseverance Celebration

Goal: To reduce homelessness and strengthen communities.

Position Details:

Position Title: Housing Officer

Division: Housing

Reports to: Team Leader

Position Purpose: To successfully deliver a wide range of tenancy and property management services to clients on low to moderate incomes and clients with complex needs.

Position Requirements

Key Result Area 1	Tenancy Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Tenant vacant properties by conducting sign-ups for tenancies ensuring that all required paperwork and documentation is thoroughly and accurately completed. • Work with tenants to help them understand their rights and responsibilities as tenants. • Collect rent and conduct arrears management processes. • Work with tenants to assist and support them to maintain their tenancies and effectively and promptly manage any tenancy breaches. • Carry out property inspections of all properties periodically and as needed and complete required documentation. • Carry out necessary tasks relating to property care issues requiring follow up. • Carry out condition reports and final inspections on vacant and vacating properties, completing all necessary data entry and tenancy forms. • Attend Court/Tribunal hearings where necessary to represent the interests of MAH and ensure relevant documentation is prepared. • Maintain up to date and accurate tenant files including both hard copy and database record keeping. • Assist to facilitate household incomes reviews of all tenants as required. • Monitor rent arrears and take prompt action in line with MAH policy and procedures and relevant tenancy legislation. • Monitor and address issues of anti-social behaviour or neighbourhood disputes. 	<ul style="list-style-type: none"> • All tenancy application and commencement information is completed accurately and kept on file. All vacancies KPIs are met in line with MAH national standards. • Tenants understand their rights and responsibilities. • Arrears are managed in the prescribed manner and KPI's are met in line with MAH and national standards. • Tenants are supported in maintaining their tenancies resulting in successful and long lasting tenancies. • Inspections are conducted and KPIs are met in line with MAH and national standards. All data is entered and up to date. All tenant charges are up to date. • Tenants are supported and accountable to address identified property care issues. • Court and Tribunal hearings are attended and MAH professionally represented. • Tenant and property records are maintained in line with policy & procedures. • Household income reviews are conducted regularly and facilitated as required. • Rent arrears are kept in line with housing benchmarks. • Anti-social behaviour matters are dealt with in a timely and appropriate manner. • Tasks are completed within designated timeframes with a high level of accuracy. • Program requirements are met and managed to a high degree of accuracy. • Reception position is covered when required.

<ul style="list-style-type: none"> Respond as required to urgent matters as directed such as welfare checks, audit requirements and other such tasks. Manage specialist programs as part of a broader portfolio and any reporting requirements necessary. Provide reception and phone support as needed. 	
Key Result Area 2	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Participate in and promote annual tenant surveys when required. Contribute to a range of regular reports to support partners and funding bodies regarding their clients and programs. Ensure tenancy records are kept up to date and information recorded meets MAH and Regulatory standards. Complete other administrative tasks as requested. 	<ul style="list-style-type: none"> All tenants are provided with an opportunity to provide feedback to MAH. Housing Officers provide input to reports as required. Data records are maintained for all tenants and household members.
Key Result Area 3	Reporting
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Prepare a range of reports in regards to the running of the service including tenancy demographics, rental arrears, inspection and vacancy management. Property data is captured in a timely way within MAH internal systems to facilitate effective tenancy and asset management planning and reporting. Contributes to a range of reports and analysis for MAH for internal and external use. Regularly monitor and report on identified Key Performance Indicators (KPIs). 	<ul style="list-style-type: none"> Regular tenancy and property reports are provided to the Management Team. MAH systems are updated regularly with accurate property information. Reports and analysis are accurate and produced on time as requested. KPIs are monitored and reported on.
Key Result Area 4	Relationship Management
Key tasks	Position holder is successful when



<ul style="list-style-type: none"> • Maintain positive and constructive relationships with tenants. • Develop working relationships with a range of external stakeholders including real estate agents, private owners, government, support providers and other housing providers. • Develop constructive relationships with a range of internal stakeholders including colleagues, management, and other MA services. 	<ul style="list-style-type: none"> • Tenant concerns and issues are addressed in a timely manner. • Support is readily available from external stakeholders to address tenant issues and/or housing needs. • Program is delivered in a collaborative manner that incorporates a range of views and priorities.
Key Result Area 5	Tenant and Community Engagement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Actively engage with tenants to encourage participation in MAH community programs and initiatives. • Actively contribute to developing and implementing strategies that connect tenants to additional supports where a need is identified. • Participate in discussions to develop responses to adverse tenant feedback. • Manage informal appeals and complaints with a view to empowering tenants and seeking continuous quality improvement. • Provide input into the quarterly newsletter, website and other MAH publications. 	<ul style="list-style-type: none"> • Tenants actively engage in initiatives and programs. • Strategies to support tenants to address their needs are developed and implemented throughout the year. • All adverse tenant feedback is appropriately addressed. • Appeals and complaints are encouraged, managed efficiently and outcomes used to improve services. • Articles are developed for the quarterly newsletter and other media.
Key Result Area 6	Integrated Service Delivery
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Work within a framework of Integrated Service Delivery. • Support the community development (CD) team through an integrated service delivery approach by collaborating between Housing teams to achieve positive outcomes. • Work collaboratively to deliver services to clients and community using a national and consistent approach with local 	<ul style="list-style-type: none"> • Integrated Service Delivery is practiced and evidenced. • Active engagement and collaboration with Housing Services, CD and Asset Teams occurs. • Positive working relationships are established across the operations team. • National processes are followed, providing for local context.

context across the three service stream teams (Housing Services, Assets and CD).	
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Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Purpose and Values

- Actively support Mission Australia's purpose and values
- Positively and constructively represent our organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.)
- Help ensure the health, safety and welfare of self and others working in the business
- Follow reasonable directions given by the company in relation to Work Health and Safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Previous housing experience in a community housing, government or similar setting
- Solid understanding of the community housing sector and the needs of social and affordable housing tenants
- Current Drivers' License
- Competent in the use of information technology
- Senior First Aid Certificate or willingness to gain it
- Satisfactory Criminal Record Check and Working with Children Check
- Understanding of the needs of people on low incomes and vulnerable people

Key challenges of the role

- Need for personal resilience and ability to work in diverse communities
- Frequent interaction with tenants in domestic settings which can lead to a high rate of mandatory reporting to government agencies - this can create stress for management and staff
- Ability to focus on detailed requirements of daily tenancy and property management while being mindful of the long term project plan and goals
- Ability to be flexible, open and co-operative with a range of internal and external stakeholders

Compliance checks required

Working with Children

National Police Check

Vulnerable People Check

Drivers Licence

Other (prescribe)

Approval

Adrianna Burnes-Nguyen

June 2021

Manager name

Approval date