



# Illawarra Aboriginal Corporation

## Information Pack – Housing Officer



HOUSING  
& HOMELESSNESS

This information package includes information about the Illawarra Aboriginal Corporation, the relevant program and the employment position. Please ensure that you read the position description and the selection criteria.

### Required Documents:

Applications **must** include the following, without these documents your application will not be considered

- A **cover letter**
- An up to date **resume/CV** including a list of referees (preferably including one from your most recent employer)
- Detailed response to the **Selection Criteria** outlining how you are able to demonstrate you meet the criteria for the position. This can form part of your covering letter

### Closing Date: 10am Monday 8<sup>th</sup> February 2021

Applications sent via email to IAC employees or to other addresses will not be considered

|  |  |  |
|--|--|--|
| By email (preferred)<br><b>jobs@iac.org.au</b> | By Post<br><b>Illawarra Aboriginal Corporation</b><br>Attn: HR Manager<br>PO Box 5457, Wollongong NSW 2520 | By Hand<br><b>Illawarra Aboriginal Corporation</b><br>102 Auburn Street<br>Wollongong NSW 2500 |
|--|--|--|

### Position Details:

|                            |  |
|----------------------------|--|
| <b>Term</b>                | Full time, 38 hours per week   |
| <b>Location</b>            | Wollongong   |
| <b>Award</b>               | Social Community Home Care and Disability Services Industry Award<br>Level 4-5 Depending upon skills and experience    |
| <b>Pay</b>                 | From \$36.62 per hour depending upon skills & experience plus superannuation   |
| <b>Designated Position</b> | <i>This position is an Aboriginal Identified position authorised under S14 of the NSW Anti Discrimination Act 1977</i> |

### Selection Criteria:

A detailed response to the below selection criteria should be included with your application

1. Provide details of recognised tertiary qualifications, in Housing, Community Services, Social Work or relevant related area
2. Detail your experience working with tenants, social housing and management of properties
3. Summarise your knowledge of the Residential Tenancy Act 2010 and relevant legislation
4. Provide examples of your well-developed written & verbal communications skills
5. Demonstrate your understanding of and experience engaging with the local Aboriginal Community
6. Provide examples of your experience working with other community groups, services, agencies and government departments
7. Detail your computer skills and examples of programs, databases and systems used
8. Summarise your experience working independently as well as within a small team

## **Overview**

The Illawarra Aboriginal Corporation (IAC) was formed in 1980 for the purpose of achieving excellence in providing advocacy and culturally appropriate services to meet the social, cultural and economic needs of Aboriginal and Torres Strait Islander people in the Illawarra Region.

The IAC is a nationally registered Aboriginal Community Housing Provider ('ACHP') and delivers social and affordable housing and supported housing programs that assist Aboriginal people within the Illawarra and surrounding areas in creating pathways to securing sustainable tenancies.

We aim to strengthen our relationships with key stakeholders including our clients, the local community, Housing NSW, Aboriginal Housing Office and other social housing providers while providing fair, transparent and culturally appropriate housing services for the local Aboriginal community. We will provide support to our clients with their housing needs by linking clients with our other funded programs including our Going Home Staying Home (GSH) program and inform, educate and build the capacity of clients to attain and maintain tenancies. The program will also focus on building capacity as a full-service housing provider and increase our housing stock so as to reduce Aboriginal homelessness.

## **Position Purpose**

The Housing Officer is responsible for developing professional relationships with tenants in order to provide high quality comprehensive support to tenants. The Housing Officer will be a key contact for tenant responding to queries and working with tenants to ensure arrears are minimised and tenancies are maintained wherever possible. The Housing Officer will coordinate maintenance for the Housing Portfolio and IAC premises ensuring maintenance is actioned and completed to a high standard in a timely and cost effective manner. The Housing Officer liaises with GSH Caseworkers, other IAC departments and external agencies ensuring that the best possible solution is developed to meet the clients ongoing needs.

## **Key Accountabilities & Responsibilities**

- Develop trusted professional relationships with Tenants to provide appropriate support for tenants to assist them maintain their tenancy and attend to maintenance
- Ensure that communication with tenants is consistently accurate, timely, non-judgemental, cordial and professional.
- Client communication is to take into consideration tenants' personal circumstances and include tenancy management software and written communication
- Always document verbal conversations with tenants in the system and confirm any agreements in writing
- Provide regular updates on tenant communication especially with respect to arrears and other tenancy issues
- Maintain register of property and asset inspections and ensure that both types of inspections are scheduled completed in accordance with the required timeframes and details including photos recorded on file
- Provide inspection reports to Manager. Ensure action items are documented and attended to as soon as possible
- Conduct tenant income reviews every six months. Review with Manager and determine changes in accordance with policy. Communicate to tenants any related rental adjustments
- Assist with the coordination of tenancy commencement including lease documents, pre-commencement inspections and tenant induction
- Assist the Manager with the development of planned and cyclical maintenance programs ensuring properties are maintained to standard and within budget
- Manage maintenance workflow from report of problem, issue of work order, liaison with trade people, inspection of works, checking and processing invoices for payment
- Inspect work ensuring it meets appropriate standard and tenants are satisfied that work has been completed
- All work over \$1,000 to be inspected and photographed, recorded in system prior to approval of payment
- Conduct random inspections of work completed under \$1,000
- Raise any issues of substandard work or problems with contractor with Manager as soon as they are identified
- Utilise property and tenancy software systems to streamline and automate processes and two-way communication with tenant and tradespeople
- Where required liaise with building inspectors and council to ensure compliance with legislation

- Ensure any scheduled inspections and registrations are completed within required timeframe (e.g. pool compliance)
- Ensure computer and hard copy files for properties and tenants are up to date and accurate at all times
- Participate in on call roster to provide after hour services for tenant and property issues
- Monitoring of rent arrears on a weekly basis, report detail to Manager and action appropriate communication.
- Assist with preparation for and attendance at Tribunal hearings
- Keep the Housing Manager up to date and report as soon as possible any identified conflicts of interest, risks or contentious issues that may impact upon Clients or the IAC
- Liaise with the GSH Team and Manager on complex cases and issues working to provide the best solution for the Client and maintaining the tenancy wherever possible.
- Work with other IAC Managers to identify suitable services for clients offered by other IAC departments.
- Provide follow up support as needed to help rehoused clients to sustain their tenancy
- Assist with the coordination of and attend IAC tenancy forums every 6 to 12 months to gain feedback and to provide updated information on housing matters
- Participate in industry and community events to raise awareness of services provided and encourage community to utilise services available to them
- Encourage tenants to be involved with their local Aboriginal community
- Be visible in the community, encourage tenants to participate in community events and to provide feedback and share information with other community members
- Build and maintain a current working knowledge of relevant support services available to tenants
- Document outcomes and information gained from community and industry events and share with the Housing and GSH team and IAC organisation
- Complete reports including statistical reports, project work and client reviews in accordance with designated timeframes (weekly, monthly, quarterly etc.)
- Notify Manager and report all cases of suspected risk of harm to children and young persons to relevant authorities as required by current legislation
- Maintain a current and full understanding of Confidentiality Policies and Procedure.
- Participate in organisational events, development and strategic planning activities
- Participate in internal and external meetings in a manner which contributes to the positive development of the program
- Positive promotion of IAC at all times especially when in public forums, liaising with clients or other outside personnel
- Comply with all IAC policies and procedures and statutory obligations as amended from time to time
- Oversee workplace activities ensuring that the workplace is safe and healthy for all employees. Ensure that all employees adhere to IAC policy and procedure and carry out work according to safe working practices in order to eliminate or mitigate the risk of “near miss” or injury incidents
- Comply with all workplace health and safety and equal employment opportunity initiatives to contribute to a safe, healthy, equitable and ethical workplace
- Work in accordance with lawful and reasonable management directions.

## Relationships

| Internal                                     |  |
|--|--|
| Manager                                      | Frequently provide regular updates on tenants, properties and issues and to receive guidance on related issues<br>Provide information, advice and contribute to decision making<br>Identify emerging issues/risks and their implications and propose solutions |
| Team members and other internal stakeholders | Daily to share information as appropriate and receive and provide advice on related issues<br>Consult and collaborate to ensure administration standards are met, develop solutions and strategies to meet deadlines and develop solutions                     |

| <b>External</b>  |   |
|--|---|
| Tenants & Contractors  | Maintain professional relationship sharing information and providing support to deliver quality customer service<br>Maintain professional supportive relationship to ensure that information flow is two ways and issues are raised and dealt with in a prompt proactive manner |
| Service Providers, Agencies, Community Services & other Stakeholders | Provide information as required on tenancy and property management matters<br>Report and provide updates on tenancies in accordance with procedures and legislative requirements<br>Engage and consult in the resolution of issues  |

### **Key Performance Indicators**

- Provide comprehensive support to tenants developing professional relationship resulting in minimal number of tenancy losses
- Provide weekly and monthly updates to the Manager in reports, case reviews and/or team meetings
- Ensure that all property and tenant files, systems and reports are up to date and accurate at all times
- All property inspections are completed on time, documented and issues attended to as appropriate
- Urgent issues are dealt with within required timeframes and duly entered into the system
- Tenants with arrears problems are closely liaised with and plans developed taking their situation into consideration to minimise arrears as much as practicable
- Demonstrate frequent referral to and utilisation of other IAC services for Clients
- Immediately report all incidents or concerns subject to mandatory reporting requirements. Complete required paperwork as soon as possible.
- Attend required staff meetings, case reviews, and scheduled training and development events.
- Obtain consistently positive feedback from peers, managers, tenants and other external stakeholders

### **Qualifications & Skills**

#### Essential

- Recognised tertiary qualification, in Housing, Community Services, Social Work or demonstrated commitment to achieve qualification
- Experience working in residential tenancy and property management
- Knowledge of the Residential Tenancy Act 2010 and relevant legislation
- Well-developed written & verbal communications skills
- Strong understanding and proven ability to engage with and work within the local Aboriginal Community
- Knowledge and understanding of social housing management practice and principles
- Ability to work independently and as part of a team
- Strong computer skills including database entry, word processing and Microsoft Office
- Ability to undertake regular and overnight travel within Illawarra and regional NSW
- Strong computer skills including database entry, word processing and Microsoft Office suite of programs
- Demonstrated ability to juggle multiple priorities and meet deadlines
- Thorough understanding of Work Health & Safety obligations.

#### Desired

- Qualifications and/or experience in Aboriginal Social Housing
- Working knowledge of the Corporations (Aboriginal & Torres Strait Islander) Act 2006 (CATSI)
- Experience working with other community groups, services, agencies and government departments
- Understanding of issues and emerging trends relevant to low and moderate income household client groups

#### Mandatory

- Confirmation of Aboriginality
- Current unencumbered NSW Driver's Licence
- Current Working with Children Check & National Police Check

*This position is an Aboriginal Identified position authorised under S14 of the NSW Anti Discrimination Act 1977*