# COMMUNITY HOUSING OFFICER

**JOB TITLE:** Community Housing Officer

**REPORTING TO:** Team Leader, Community Housing

**DEPARTMENT:** Housing

**LOCATION:** Melbourne

**THE ROLE:** The Community Housing Officer (CHO) role is the face of the organisation to our residents within the properties that YWCA Australia and YWCA Housing owns and manages. This role is essential to ensure sustainable tenancies by undertaking efficient administrative functions and actions that will assist in maintaining resident's tenancies.

As a CHO you will maintain tenancy systems, undertake data collection, provide advice and information to residents, visit all residents on a quarterly basis, reports tenancy and maintenance issues whilst operating under the Queensland Residential Tenancies Act (RTA). You will operate within a team environment to achieve the organisational goals and objectives.

**YWCA VISION:** YWCA Australia is a community NFP organisation that improves the lives of women by ending inequality. Operating in a community development framework and across three sites, we provide a range of community services and accommodation for women and their families, as well as advocacy and membership services.

**YWCA PURPOSE:** to be a strong, unified, national feminist organisation for women, young women and girls, working to achieve gender equality.

It is a requirement that the job holder fully complies with, promotes and lives
**YWCA's Core Values:**

**FEMINISM**   **INCLUSION**   **EXCELLENCE**   **INNOVATION**   **INTEGRITY**

## KEY RESPONSIBILITIES

- Maintain and manage tenancy data on the company's data bases.
- Arrange, record and report on maintenance issues
- Implement, record and maintain data in Chintaro and other information systems.
- Operate across the housing portfolio within the Queensland Residential Tenancies Act (RTA) for all tenancy actions such as allocation, rent collection, signing up tenancies, maintenance and access.
- Provide policy & procedures information and referral to external Agencies when required by residents.

- Represent the organisation at VCAT
- Undertake home visits on a regular basis
- Manage Head Leasing Program, where required
- Management of Rooming House business
- Mediate between residents within Rooming Houses to resolve housing issues.
- Assist potential residents to complete housing applications
- Report on a regular basis to the Team Leader
- Live the YWCA values and carry out all work in line with achieving our vision and strategic goals through the provision of exceptional service delivery, with a focus on continuous improvement.
- Contribute to and promote safe work practices that are consistent with YWCA's policies and comply with WH&S legislation.
- Promote and actively support a safe and inclusive working environment that celebrates everyone's uniqueness, including their race, gender identity, age, disability, religion, ethnicity, sexual orientation, and experiences.
- Perform other duties as directed by the manager.

## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Experience in the community housing sector, or property related industry ensuring familiarity with tenancy management practices and procedures, RTA legislation, maintenance, tenancy agreements, budget and administrative processes in an office environment
- A clear understanding of the Victorian Residential Tenancies Act
- An awareness, understanding and sensitivity to homelessness issues and the ability and experience to communicate with a diversity of people from various cultures;
- Ability to maintain and manage tenancy data on various data bases - Chintaro and Excel
- Well-developed oral and written communication skills
- Computer skills that include email and software such as Excel and Word
- High level organisational and administrative skills
- Mediation and conflict resolution skills
- Queensland Driver's License.
- A valid state-based working with children or working with vulnerable people check.

## EMPLOYEE AGREEMENT

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Name

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Date

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Signature