

Position Description

Tenancy Officer (Housing Services)

POSITION:	Tenancy Officer	REPORTS TO:	Team Leader
LOCATION:	All Locations	AWARD:	SCHCDS Award
DIRECT REPORTS:	N/A	CLASSIFICATION:	Level 3
DELEGATION AUTHORITY:	Refer to Argyle Housing's Delegation Schedule		

POSITION PURPOSE

The objective of the Tenancy Officer is to provide housing assistance solutions and tenancy management services to our clients within a specific housing portfolio. The role includes all aspects of tenancy management, delivered under the guidelines of the Residential Tenancies Act. The Tenancy Officer is also responsible for coordinating support services and community participation programs to ensure long-term and sustainable tenancies are maintained within a diverse and broad range of communities.

The role of Tenancy Officer plays a critical role in the team and is the primary client service interface with the community. The provision of sensitive high-quality client service is a key focus along with the ability to build sound internal and external partnerships that enhance service and support to our clients.

STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
GROWTH & SUSTAINABILITY	Support Argyle Housing's sustainable growth by contributing to the research and preparation of information and data that is required for funding submissions, tenders, expressions of interest and other ad hoc and periodic reporting requirements.	<ul style="list-style-type: none"> • A Prepare reports and data on access and demand activity • Ensure that all data is captured and entered into the relevant tenancy management and Access & Demand systems.



STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
COMMUNITY CONNECTIONS	Support Argyle Housing’s strategy of connecting communities by developing and maintaining relationships with local agencies and support providers and provide referrals and advice to clients in crisis.	<ul style="list-style-type: none"> • Develop relationships with support providers and offer referrals to those in housing or personal crisis.
PEOPLE AND CULTURE	Support the development of a high performance culture through the effective management and leadership of the Operations team in their region.	<ul style="list-style-type: none"> • Ensure the team is adequately resourced and oversee recruitment and selection activity; • Provide coaching, training and development opportunities
CUSTOMER EXPERIENCE	Ensure consistent high quality service from their operations team by managing adherence to service standards, relevant tenancy policies and procedures and managing complaints and appeals to effective resolution.	<ul style="list-style-type: none"> • Manage and report on tenant complaints and escalate as required. • Implement and monitor access and demand policies, processes and systems
RELATIONSHIPS & COLLABORATIONS	Ensure the team meets their financial, regulatory and performance goals by monitoring and reporting on key performance indicators and ensuring compliance with relevant laws, regulations and policies relevant to a tier 1 community housing provider.	<ul style="list-style-type: none"> • Stay up to date on changes to laws and regulations affecting access and demand • Ensure teams are meeting KPI’s • Collaborate with other departments to ensure void and vacant KPI’s are met • Provide compliance and reporting to support registration requirements.
	Support Argyle Housing’s strategy of connecting communities by developing and maintaining relationships with local agencies and support providers and provide referrals and advice to clients in crisis.	<ul style="list-style-type: none"> • Develop relationships with support providers and offer referrals to those in housing or personal crisis.



STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
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WORK HEALTH AND SAFETY

Support the Housing Services Manager raise the profile and reputation of Argyle Housing by participating in local networking events and forums, and being an active member of the community housing sector.

- Attend networking functions and interagency meetings and forums

Support the Housing Services Manager to provide a working environment that is safe and without risks to the health of employees.

Provide adequate training, information and supervision to ensure the health and safety of employees.

Provide processes for consultation WHS as set out in legislation.

Maintain and enforce the framework for the WHS system in the operations team.

Maintain and enforce procedures for identifying hazards, assessing and controlling risks.

Maintain and enforce Argyle Housing procedures for dealing with hazardous events.

- Maintain a working knowledge and understanding of:
 - The legal rights and responsibilities regarding WHS
 - The way WHS is managed in the workplace
 - What are workplace hazards & how to report them
 - Preferred ways to control risks
 - WHS procedures and processes
 - Workplace designated WHS personnel (ie: fire wardens, first aid officers, WHS Officer, etc.)
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons
- Comply, so far as is reasonably able, with any reasonable instruction that is given by Argyle Housing to allow the compliance with the Act
- Cooperate with any reasonable policy or procedure of Argyle Housing relating to health or safety at the workplace that has been notified to workers



KEY CONTACTS

Internal:	External:
<ul style="list-style-type: none"> • Operations Manager (Housing Services) 	<ul style="list-style-type: none"> • Tenants
<ul style="list-style-type: none"> • Housing Services Manager 	<ul style="list-style-type: none"> • Contracted staff
<ul style="list-style-type: none"> • Chief Executive Officer 	<ul style="list-style-type: none"> • External support partners
<ul style="list-style-type: none"> • Team Leaders 	<ul style="list-style-type: none"> • Local Support Services and Businesses
<ul style="list-style-type: none"> • Tenancy Officers 	<ul style="list-style-type: none"> • Community groups
<ul style="list-style-type: none"> • Administration Support Officers 	<ul style="list-style-type: none"> • Local DCJ and other government agencies including local area health services

KEY PERFORMANCE INDICATORS

- Complaints and appeals are resolved within organisational timeframes
- Support Team Leaders and Operational staff to meet core KPI's–
 - Vacancy rates and turnaround times are kept within program guidelines -

Tenantable - 14 days

Untenantable - 28 days

Exemptions - Applied within 14 days

- Tenant arrears and non-rent debt 2% on current rent charged
- Property inspections are completed minimum 2 per annum
- 80% Repayment Plans in Kypera
- CHLP Quota is met quarterly
- Attendance at 10% of all property inspections each month

- Support local tenancy staff to maintain practice and performance against the National Community Housing Standards



QUALIFICATIONS AND EXPERIENCES (Selection Criteria)

- Cert IV in Social Housing (preferred)

- Knowledge of social housing policy and procedures and related Pathways systems

- Experience leading a team particularly in motivating and assisting the team to meet KPI's and agency targets

- Possesses excellent problem solving, trouble shooting and communication skills with the ability to communicate effectively with clients & colleagues at all levels.

- Sound understanding of social and community issues impacting on social and affordable housing tenants

- Current driver's licence

ARGYLE HOUSING VISION

To deliver quality housing options and connections to community.

ARGYLE HOUSING VALUES

RESPECT We have regard for the feelings, wishes and rights of everybody

OPPORTUNITY We seek out ways to improve and add value to the delivery of our services

ACCOUNTABILITY We are accountable for what we do and how we do it

RESILIENCE We face our challenges, we learn and we move forward

ACKNOWLEDGEMENT OF POSITION HOLDER

I acknowledge that I have read and understood the requirements of the Tenancy Officer position and that I have received a copy of the position description for this role.

Name

Signature

Date

CEO APPROVED:

SIGNATURE:

Wendy Middleton

DATE: 26 November 2020

**A Better Future for Our
Communities**

