



# CENTRAL AUSTRALIAN AFFORDABLE HOUSING COMPANY

## POSITION DESCRIPTION

<b>Position Title:</b>	Community Housing Officer (CHO)
<b>Reports to:</b>	Town Camps Coordinator
<b>Location:</b>	Alice Springs
<b>Hours per week:</b>	37.5
<b>Position Type:</b>	Full time permanent
<b>Salary Band:</b>	CAAHC SCHADS Award Band 4
<b>Prepared by:</b>	John McBryde
<b>Date:</b>	1/7/2018

### 1. Position Context

The Central Australian Affordable Housing Company (CAAH) is an Aboriginal controlled, not-for-profit, registered community-housing provider in Alice Springs.

CAAH has a contract with the NT Department of Housing and Community Development (DHCD) to provide Tenancy Management Services to the 16 Town Camps within Alice Springs. The current contract ends on 30 June 2019 and CAAH is committed to continue to provide and expand this service through re-tendering in 2019.

### 2. Position Summary

The Community Housing Officer (CHO) is an important role acting as the 'face of CAAH' by providing direct housing management service to residents of the 16 Town Camps. The aim of the CHO is to support tenants to sustain their tenancy by complying with their core responsibilities under the Residential Tenancies Act (RTA).

The CHO role is very dynamic and involves a broad mix of work, such as fieldwork in the Town Camps, administrative and reporting activities in office, and building and maintaining relationships with tenants and stakeholders.

### 3. Key Duties

The key duties for the position include:

#### **Tenancy Management**

- Monitoring rent and other debts – weekly review of rental payments, following up arrears, negotiating agreements to pay arrears and debt;
- Undertake periodic rent and income reviews – confirming the household income for tenant, assessing rental payments, getting tenants to sign new rental rebate forms;
- Undertake home inspections – notify tenants regarding inspections in accordance with RTA, undertake inspections or reschedule where postponed, completing Property Condition Reports including photos;
- Process maintenance requests – receive maintenance requests when in the field, inspecting and photographing when on site, submit maintenance requests to CHO – Maintenance.



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- Making referrals to other services – identify issues impacting tenancies, make referrals for tenants needing additional support
- Tenancy compliance action – in accordance with the RTA initiate and follow through on compliance action, work collaboratively with the DHCD to ensure due process is followed
- Tenancy engagement and education – advise tenants of their responsibilities under the RTA in relation to visitor management, rent arrears, inspections and home care, work with DHCD on specific issues raised
- Processing housing applications – assist applicants to complete applications, review completeness, assess income details
- Establishing new tenancies – confirming eligibility and rental payments, executing tenancy agreements, coordinating bond payments, inducting tenants into dwelling, referring to support agencies as appropriate

### **Relationship Management**

- Working internally - actively participate, contribute to and support the Town Camps Team, participate in CAAH staff engagements and meetings, offer support to other CAAH staff members when necessary
- Working with tenants – provide culturally safe and meaningful advice and support tenants in understanding their responsibilities under the RTA
- Work with external stakeholders – work collaboratively with support services to assist with sustaining the tenancy (e.g. Tenancy Support Providers)
- Work with DHCD staff – work with DHCD staff in performing tenancy management functions, respond to information requests

### **Compliance and Reporting**

- Maintain compliance - Compliance with conditions of RTA, CAAH and DHCD Policies, and other relevant legislation
- Record all activities in DHCD data base – maintain a record of all activities and enter into DHCD Tenancy Management Database
- Maintain CAAH files – maintain and record information in CAAH's file management system
- Reporting – provide data and information on key performance indicators when requested by management

### **Other duties**

- All other duties requested by CAAH Management from time to time

## **4. Key Selection Criteria**

### **Essential Criteria**

1. **Cultural Awareness** - An awareness, understanding and sensitivity to Aboriginal culture and law in the Alice Spring context, and the ability and experience to communicate effectively with Aboriginal people
2. **Work Experience** – Demonstrated work experience in tenancy management, community housing or related community services roles

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3. **People Skills** – Demonstrated ability to effectively communicate and work with people and stakeholders from different backgrounds and life experiences, and with limited English or English as a second language.
4. **Time Management Skills** - Demonstrated time management skills and ability to prioritise and meet a demanding workload
5. **Administrative Skills** - Demonstrated data entry, reporting and administrative skills
6. **Problem Solving** - Demonstrated problem solving skills and analytical abilities
7. **Computer Skills** – Experience with Microsoft Word, Excel and email functions.
8. Driver's License
9. Police Check showing no prior criminal history
10. NT OCHRE Card – Child Protection

### Desirable

11. Aboriginal person from Central Australia
12. Experience working with clients on the Alice Springs Town Camps
13. Qualification in social sciences, community services or tenancy related study

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### Approval

<b>Approved by:</b>	John McBryde
<b>Date:</b>	1/7/18
<b>Signed:</b>	