**Settlement Housing Officer**

Migrant and Refugee Settlement Services (MARSS)

Canberra

Community Services & Development

Child Welfare, Youth & Family Services

$70,000 - $85,000

Full time

***MARSS Description***

Migrant and Refugee Settlement Services is a leader in the provision of settlement and related services for migrants, refugees, asylum seekers and humanitarian entrants in the ACT and surrounding regions.

We are looking for a Settlement Housing Officer to empower and support migrants, refugees and asylum seekers with their housing needs. The position is full time (38 hours a week) for a fixed term ending 31 July 2023 with a possible extension of contract.

Benefits include a competitive salary range based on skills and experience and salary packaging options to receive up to $30,000 of your salary tax-free.

**About the role**

This role is crucial to clients from refugee, migrant and asylum seeker backgrounds. It requires an individual who understands the rental housing market, has empathy and is able to provide practical advice and hands on support, , whilst being able to maintain a strong character and be an advocate on the clients behalf to ensure that they can source and maintain appropriate housing arrangements. Someone who is proactive, self-driven and is flexible to achieve goals beyond what is required.

The nature of the role requires you to handle fluctuating caseloads of clients and to effectively work alongside caseworkers in

the Settlement team, and other internal stakeholders. Ultimately the role will require you to have:

* excellent internal and external stakeholder relationship building skills
* The ability to empower clients to build knowledge and competency in relation to accessing housing (services) including tenants’ rights and responsibilities and government assistance schemes is essential.
* Empathy with the strength of character to be a strong advocate on behalf of our clients to relevant private rental agencies, public housing services, ACAT plus other agencies.
* Experience working with real estates and housing agencies is favourably viewed.
* Tertiary qualification in the human services, social work, or similar field
* Knowledge in the field of real estate - high level of understanding of property management, and a good knowledge of current housing markets, with the passion to keep updated
* Experience in the provision of culturally sensitive support to clients from a CALD background

**Skills/Experience**

* An understanding of, and commitment to, the needs of newly arrived migrants, refugees and asylum seekers.
* Experience in the preparation of program reports.
* Strong administration and time management skills. Ability to prioritise and work to deadlines with attention to detail
* Sound computer literacy and proficiency in use of Microsoft Office
* Experience in the real estate sector and/ or property management

**About you**  
You will be self-motivated with a positive and professional approach. Your genuine commitment to access and equity principles, multiculturalism and the values of respect, equality and integrity will be highly regarded.

**About Us**

We are looking for a Settlement Housing Officer with the skills to assist and empower eligible clients (including adults, families, and young people from migrant/refugee/asylum seeker backgrounds in the ACT region) to address their housing needs.

To be considered for the position you must have a current ACT Driver's licence and a Working with Vulnerable People card is essential.

**How to apply**

Please send your resume and a cover letter addressing the key selection criteria (as detailed in the position description) to explain how your skills and experience fit this role to [dewani.bakkum@marss.org.au](mailto:dewani.bakkum@marss.org.au).

Applications close at 5pm on Monday 30 May 2022.

For any enquiries please contact Dewani Bakkum CEO, MARSS Australia on 0434 744 620 or dewani.bakkum@marss.org.au