

## Position Description: Tenancy Officer



**Position Title:** Tenancy Officer  
**Location:** 1/21 Cremorne St, Cremorne 3121  
**Status:** Full-time, 1.0 FTE (ongoing)  
**Award Level:** SCHADS Level 4  
**Issue date:** 20 August 2024

Position Purpose	
<p>Tenancy Officers play an important role in supporting the delivery of client-centered services to those who seek housing assistance or reside in Women's Housing Ltd's properties. The Tenancy Officer is responsible for providing quality tenancy and customer services to Women's Housing Ltd renters. They will undertake the duties of tenancy management with a trauma informed and culturally safe perspective. They are responsible for doing this whilst meeting their KPIs and ensuring compliance with Women's Housing Ltd policies and legislation relevant to community housing providers.</p>	
Key Stakeholder Relationships	
<b>Direct Supervisor</b>	Tenancy Services Manager
<b>Direct Reports</b>	None
<b>Other key contacts</b>	<ul style="list-style-type: none"> <li>• Tenancy Services Manager</li> <li>• Allocations and Rental Officer</li> <li>• Senior Tenancy Officer</li> <li>• Asset Team</li> <li>• Renters / Rental Applicants</li> <li>• Support Agencies</li> <li>• DFFH</li> <li>• Legal Services</li> <li>• Contractors</li> <li>• Local Councils</li> <li>• Neighbours &amp; Members of the Public</li> <li>• Owners Corporations</li> <li>• VCAT</li> <li>• Consumer Affairs Victoria</li> <li>• Emergency Services</li> </ul>
Key Accountabilities and Activities	
<p><b>Provide high quality and responsive tenancy services</b></p> <ul style="list-style-type: none"> <li>• Conduct interviews and assess suitability and eligibility of rental applicants</li> <li>• Assess client's needs and provide advice on housing needs following established policy and procedures</li> <li>• Prepare and conduct sign ups</li> <li>• Refer clients to other agencies where required</li> <li>• Record client notes and data accurately</li> <li>• Provide accessible information to renters about WHL's policies and procedures</li> </ul>	

- Organise and lawfully evict, transfer or relocate renters as required
- Conduct tenancy services in a trauma-informed, culturally safe and MARAM-compliant manner
- Work professionally and maintain good relationships with key stakeholders

#### **Manage tenancies in line with the Residential Tenancies Act 1997 (Vic)**

- Respond effectively and professionally to renter issues
- Issue formal notices or applications
- Prepare for and attend VCAT hearings
- Manage the compliance of VCAT orders
- Inspect properties regularly and report maintenance requirements to the Asset Team
- Ensure renters understand their rights and responsibilities under the law
- Meet WHL's obligations as a rental provider
- Resolve undisclosed occupancies, subletting or assignment

#### **Maximise WHL's financial viability**

- Work with the Allocations & Rental Officer to meet rent arrears targets
- Fill vacant properties within prescribed KPIs
- Recover compensation for damage in a timely manner
- Comply with any budgetary processes

#### **Maintain a high level of customer satisfaction**

- Respond to and resolve complaints effectively and fairly
- Respond to general enquiries regarding housing
- Communicate respectfully with complex renters
- Prepare renter communications professional and accurately
- Implement strategies to enhance and maximise service delivery

#### **Improve tenancy outcomes through renter engagement**

- Use initiative to solve problems and consult with the Tenancy Team and other WHL Teams on complex issues to identify solutions
- Keep Tenancy Services Manager informed about high-risk tenancy issues
- Identify renter issues which will impact tenancies and provide referrals to support services where relevant
- Manage sensitive renter issues compassionately
- Work with support services to assist renters to achieve positive tenancy outcomes
- Conduct house meetings and other engagement activities
- Develop referral pathways and relationships with support agencies
- Liaise with emergency services where necessary and relevant

#### **General**

- Be responsible for reading and understand current policies and procedures

- Comply with and assist in the development of policies and procedures
- Be accountable for one's own professional development and learning
- Manage time efficiently and prioritise tasks effectively
- Communicate effectively across teams
- Attend and participate in regular staff meetings and supervision
- Attend and participate in external forums and networks
- Comply with WHL's Code of Conduct (Staff)
- Adhering to both agency and team specific Key Performance Indicators
- Undertake any activities as directed by WHL that is a reasonable expectation, considering skill and experience.

### **Key Selection Criteria**

- Experience in tenancy management and/or social services
- Strong interpersonal skills and conflict management strategies
- Confident to interpret/apply legislation and attend VCAT
- Attention to detail in administrative tasks
- Ability to take initiative in solving problems / finding solutions
- Strong communication skills – both written and verbal
- Experience engaging with broader community and representing organisation in a public domain
- Competent IT skills, including Microsoft Office & Adobe

### **Desirable Attributes**

- Attention to detail
- Strong interpersonal skills
- Ability to manage time and triage competing priorities
- Problem solving and conflict management skills
- Professional written and oral communication skills
- Ability to research and understand legislation relating to tenancy services
- Flexible, fair and adaptable to change
- Strong sense of ethics and understanding of trauma-informed and feminist practice

### **Other Requirements**

- Working With Children's Check
- Police Clearance
- Driver's Licence

### **Women's Housing Ltd Principles**

- Safe and secure housing is a right afforded to all women.
- Service provision will be culturally appropriate and accessible to all women, including
- Self-determination, respect and dignity underpins all service delivery activities

- A feminist philosophical framework that acknowledges the need for gender specific housing.
- Collaboration and partnership with key stakeholders on issues of strategic importance to homeless women.
- Transparent accountability in effective and efficient operations.
- Commitment to continuous quality improvement.

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_