

JOB DESCRIPTION

- **Position:** Housing Tenancy Officer - 35hrs per week: 9am-5pm - Mon-Fri
- **Program:** Housing & Facilities
- **Reports to:** Team Leader, Housing & Facilities
- **Salary:** Negotiable, dependent on experience and qualifications
- **Award:** Consistent with Social, Community, Home Care and Disability Services Industry (SCHADS 2010)
- **Plus:** Superannuation at ATO SGP rate and excellent salary packaging
- **Plus:** Monthly mobile phone allowance
- **Plus:** Public Holidays, NAIDOC Day, Ex Gratia Days at Easter and Christmas
- **Probationary period:** A six-month probationary period applies to this position
- **Aboriginal Peoples are strongly encouraged to apply**

Yerrabi Yurwang Child & Family Aboriginal Corporation (Yerrabi) is recruiting a **Housing Tenancy Officer** to join its **Housing & Facilities Program**. This role offers the opportunity for you to assist in delivering high quality tenancy and property management for Yerrabi, on behalf of Community Housing Limited by ensuring relevant legislation, regulations, organisational policies and procedures are followed.

THE ORGANISATION

Yerrabi Yurwang was established in 2019, due to the high unmet health and wellbeing needs of the local Aboriginal Community residing in Canberra's North-western Ngunnawal region. *Yerrabi Yurwang* means to 'walk strong' and was bestowed upon the organisation by our esteemed and respected *Ngunnawal Elder Aunty Agnes Shea OAM*, who was also a Founding Board Member of *Yerrabi Yurwang* and our Inaugural Patron. Yerrabi Yurwang operates in the Northwest of the Australian Capital Territory, part of the traditional lands of the *Ngunnawal People*. Yerrabi Yurwang is an Aboriginal Community Controlled Organisation, which means it is owned and operated by Aboriginal People, for Aboriginal People, and is committed to the principle of *self-determination*, whereby we seek to engage and empower Aboriginal People and their Families who utilise *Yerrabi Yurwang's* services.

THE PROGRAM

Yerrabi's **Housing & Facilities Program** assists our local Aboriginal community with accessing quality housing as an area in which support is needed to ensure long-term stability, safety and wellbeing of our local Aboriginal Community. Our Community have recently identified the fundamental social and affordable housing needs of Aboriginal families residing on Ngunnawal Country, as a key priority. We know safe, secure and appropriate housing is a key social determinant of health and wellbeing, in a child and family health and wellbeing context, safe, secure and appropriate housing means a healthier environment for children and families to grow and develop. Yerrabi has a vision for housing, transforming Aboriginal lives through quality housing, and as such developed a Housing Corporate Plan with the aim of providing quality, social and affordable housing options that empower our tenants to grow in community with connection to culture and purpose underpinned through our organisational values of Integrity; Justice; Empowerment; Cultural Safety and Accountability. Embedding the principle of Self-determination is of high importance to our Housing program to support the growth of a culturally appropriate Social Housing Model that elevates support toward the homelessness and housing needs of Aboriginal families in their tenancies and relevant Case Management support.

THE ROLE

As **Housing Tenancy Officer**, you will play a pivotal role assisting our Team Leader through the Executive Manager, in the delivery of high-quality tenancy and property management for Community Housing Limited ensuring relevant legislation, regulations, organisational policies and procedures are followed. You will also work with Yerrabi Executive and Executive Managers when required.

This is a role contributing to Yerrabi's vision and strategic direction to deliver high tenancy support and property management, adhering to Yerrabi's values, vision and goals. Staff in this role are expected to maintain a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.

Yerrabi's approach involves working collaboratively with Aboriginal Families, Aboriginal Community-Controlled Organisations, ACT Government, other essential and relevant Non-Government Organisations to assist with:

- Improving accessibility to affordable housing in the ACT
- Assist in the provision of high-quality support to Yerrabi Yurwang Housing families and individuals.
- Assist in the coordination, integration and effectiveness of relevant housing services
- Work within a multidisciplinary approach and contribute to the Closing the Gap priority reforms
- You will also ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant ACT jurisdiction and all Yerrabi health and safety policies, procedures and directions.

Please note, based on [ACT Government and CAPO requirements](#) and guidelines, successful candidate will undergo a Community Agency Employee Check for this role/position and need to:-

- Complete a Community Agency Employee Check clearance application.
- Provide a current National Police Check.
- Provide a current Working with Vulnerable People Check.
- Provide a current Driver's License.
- Provide a current Full Driver History Statement.

Yerrabi will cover costs for CAPO clearance checks on receipt of evidence paid.

KEY RESPONSIBILITIES

- Contribute to Yerrabi's vision and strategic direction to deliver high level tenancy support and property management
- Insuring timely, accurate and efficient operation of Yerrabi Yurwang rental collection and arrears recovery systems
- Assist in conducting condition reports, tenancy sign up, entry procedures, lease and rent reviews and exit procedures
- Liaise with Yerrabi Finance Team in relation to tenanted and vacated property maintenance.
- Assist in performing administrative tasks to Yerrabi standards, such as reporting, complaints, compliance, quality and accountability requirements
- Maintaining accurate property and tenancy data in all required systems
- Providing information and advice to tenants to assist in the sustainability of the tenancy
- Work in partnership with internal and external agencies i.e. Yerrabi teams, government and non-government departments, and relevant support agencies
- Providing appropriate support to the organisation.

KEY CAPABILITIES

- **Probity:** adopts a principled approach, adhering to all Yerrabi policies and procedures.
- **Committed to Aboriginal communities:** operates in a manner that is consistent with all Yerrabi policies and procedures.

- **Client Focus:** demonstrates knowledge of client issues and ensures service delivery responds to client needs.
- **Embraces Diversity:** acknowledges and values diversity and respects difference in all its forms.
- **Teamwork:** openly shares information, participates and contributes to team discussions and goals.
- **Communication:** demonstrated skills and capabilities of verbal, non-verbal and written communication to ensure information is given and received professionally and respectfully
- **Technology:** capable of computer and software applications effectively in accordance with task requirements.
- **Adaptability:** embraces change and pivot strategies smoothly when faced with challenges to maintain a mindset that turns challenges into learning and experience.
- **Solve Problems:** resolves problems where solutions are clear-cut and seeks guidance when necessary.
- **Resilience:** achieves work objectives, even in difficult circumstances whilst remaining positive and calm.
- **Professionalism:** act and maintain professionalism when navigating challenging situations.
- **Self-Awareness:** seeks feedback from others, understand areas of strengths and weaknesses.
- **Humility:** recognise own limitations, shares success and seeks advice and feedback on ways to improve, understands the impact of self on others
- **Nurtures Relationships:** builds and sustains positive relationships. Response under direction to changes in client needs and expectations.
- **Autonomy:** manages time and uses relevant tools effectively to assist with planning and organising delegated tasks.
- **Initiative and accountability:** proactive and self-starting, seizing opportunities and acting upon them.
- **Integrity and Trust:** inspires trust by treating all individuals respectfully and fairly.

ESSENTIAL CRITERIA

- Minimum 3yrs relevant experience in a similar role.
- Sound understanding of Aboriginal and Torres Strait Islander issues, knowledge and culture, and proven ability to apply this practice, and knowledge of services, programs and best practices that support culturally appropriate responses.
- Demonstrated experience with strong organisations skills and ability to multi-task with demonstrated experience in working as a valuable part of a team.
- Demonstrated experience of well-developed verbal, written and interpersonal communication skills.
- Demonstrated experience to develop strong relationships and work effectively with a wide range of relevant stakeholders including community, Government and Non-Government Organisations.
- Demonstrated experience and ability to draft reports and other documentation.
- Demonstrated experience with the use of computers and technology to fulfil the duties of the role.

DESIRABLE CRITERIA

- Minimum 2 years' experience in working in an Aboriginal Community Controlled Organisation (ACCO) or NGO sectors.
- Understanding of the importance of delivering culturally appropriate programs specific to Aboriginal and Torres Strait Islander communities.
- Current First Aid Certificate.
- Current Mental Health First Aid Certificate.

WHAT YOU CAN EXPECT

- Be part of a hardworking, good humoured and supportive team.
- Work in an organisation that values its people promotes a strong sense of belonging and community.

QUESTIONS:

If you have any questions about this opportunity, contact:

Executive Manager, Housing & Facilities: Maurice Shipp

Via email: mshipp@yerrabi.org.au

Using the subject line: Housing & Facilities, Tenancy Officer Position

No direct applications will be accepted

TO APPLY:

All applications **must be** lodged via our [Ethical Jobs](#) portal. Please upload PDF versions of:-

- Cover letter
- Current resume with two referees
- Copies relevant qualifications or certifications

CLOSING DATE:

5pm - Friday 17th July 2026