



Housing Officer

POSITION DESCRIPTION

Position Title	Housing Officer
Unit	Corporate Services
Reports to	Asset & Corporate Operations Manager
Direct Reports	N/A
Hours of Work	22.8 hours per week
Mode of Employment	Part-time
Award / Agreement	Social, Community, Home Care & Disability Award 2010
Classification	Social & Community Employee
Remuneration	Level 2 Pay point 3
Salary Packaging	Range of salary packaging benefits are offered to part-time and full-time employees.
Location	21 Scott St Heywood VIC 3304.
Probationary Period	A six-month probationary period will apply.

1. PRIMARY PURPOSE OF POSITION

The purpose of this position is delivering professional tenancy management to sustain successful tenancies and housing program. This position will also support vulnerable tenants to assist with social housing matters.

Key responsibilities

The key responsibilities of this position are to:

- Provide high quality tenancy management to tenants by the delivery of responsive, appropriate and respectful communication
- Ensure that new tenancy process is completed efficiency and effectively
- Careful and accurate record keeping of all client interactions and retention of documentation in database Chintaro
- Monitor rent collection and enforcement of rental arrears and debts in accordance with the Housing Policy
- Carry out regular inspections of tenancies (six monthly) and appropriate enforcement of tenancy care breaches
- Represent Winda-Mara in the Victorian Civil and Administrative Tribunal
- Co-direct Housing Maintenance Worker to ensure that maintenance is undertaken in a timely and effective manner and respond to responsive and routine maintenance requirements as required
- Plan workloads to ensure efficient and effective support is provided.
- Attend meetings, external and internal relevant to role ie Housing Sub-Committee
- Contribute to the development, implementation and communication of the unit policies, procedures and forms
- Prepare reports when required
- Liaise with the finance department regarding rental collections and statements
- Attend relevant training and information sessions
- Other duties as required within the scope of this role and coordinated through the Community Services Manager.

2. ABOUT WINDA-MARA ABORIGINAL CORPORATION

Winda-Mara Aboriginal Corporation (Winda-Mara) is a community-controlled organisation located in Southwest Victoria with offices in Heywood and Hamilton. Winda-Mara was established in 1991 as a result of members within the community wanting to provide better health, education and employment opportunities for Aboriginal and Torres Strait Islander people living in the area and has a membership base of over 200 members.

Winda-Mara employs over 80 people and has a key focus to provide opportunities for Aboriginal and Torres Strait Islander people to participate and access culturally appropriate services. Winda-Mara believes that culturally appropriate services will ensure a balanced approach, by working with people, rather than for people will provide equality and self-determination. Winda-Mara provides a range of services to Aboriginal and Torres Strait Islander people and their families across Heywood, Hamilton, Portland, and surrounding areas over a number of programs: Land Management, Family Services, GP Clinic and Allied Health, Health Promotion and Prevention, Community Wellbeing, Culture and Tourism, Governance and Administration and Kinship Care and Support.

Our Vision is “That Winda-Mara Aboriginal Corporation is recognised as a progressive leader and a catalyst for positive change enabling Aboriginal people in Victoria’s far south-west to lead fuller lives”.

Our vision will be achieved by focusing on four themes.

“Mara”
People

“Kooyoorn”
Organisation

“Meerang”
Country

“Culture”
Culture

3. SKILLS, EXPERIENCE AND KNOWLEDGE (KEY SELECTION CRITERIA)

1. Sound knowledge and understanding of local Aboriginal Culture, values, needs, issues and the ability to effectively communicate with Aboriginal community/people
2. Demonstrated knowledge of program management
3. Ability to learn the Residential Tenancies Act
4. Good administration skills
5. Well-developed organisational and time management skills and the ability to proactively identify and meet expectations in a time manner
6. Able to develop strong, professional relationships with all internal and external stakeholders
7. Excellent written and verbal communication skills including the ability to prepare documentation and public speak
8. Ability to motivate and lead people in an enthusiastic and encouraging manner
9. High level of computer competency.

4. POSITION REQUIREMENTS

Y	Current Victorian Drivers License
Y	Ability to obtain a National Police Check
Y	Ability to obtain a Working with Children Check
N	Aboriginality – Note: This position is not a designated Aboriginal specific position; however, we encourage Aboriginal or Torres Strait Islander peoples to apply
Y	Must provide evidence of Certificate of COVID-19 vaccination or medical exemption
Y	After hours and weekend work may be required
Y	Pre-employment declaration

5. GENERAL TERMS OF EMPLOYMENT

1. All employees agree to abide by Winda-Mara’s Policies and Procedures and Code of Conduct
2. All employees agree to act in a safe manner to provide a safe working environment

3. All employees agree to participate in an Annual Performance Review and any other review processes
4. Winda-Mara will support employees to successfully perform their role through training and other support as appropriate.
5. Attend and participate in team/divisional activities, meetings, and day to day work activities demonstrating respect and consideration for individuals and their experiences and expertise
6. Communicate constructively to other team members and/or company employees
7. Be aware of and communicate to other employees' opportunities for improvement in processes, practices or procedures
8. Actively work with and support other team members and/or employees to achieve organisation's goals.
9. The successful applicant will be required to disclose any pre-existing injury/injuries and/or medical condition/s, which could be aggravated by the type of employment they are applying for. The existence of an injury/injuries and/or medical condition/s will not preclude the applicant from employment unless they are unable to perform the inherent requirements of the position. However, failure to disclose any relevant information may affect a claim for Worker's Compensation.

Applications addressing the Key Selection Criteria to

**People and Culture Manager
PO Box 42 Heywood VIC 3304**

Email: peopleandculture@windamara.com