

Position Description

Position Details:

Position Title:	Assistant Housing Officer
Reports To:	Housing Coordinator
Agreement:	Community and Residential Services Enterprise Agreement, Level 3
Group:	Churches of Christ Housing Services Limited
Team:	Housing Programs
Approval Date:	26 April 2023

Organisation Overview:

Churches of Christ has been an active part of the community for more than 130 years. We have a significant presence in Queensland and Victoria with over 200 services in more than 100 communities. Thanks to the support of over 3,800 staff and 1,000 volunteers, we positively impact tens of thousands of lives each year.

We operate a range of missional and community care services to assist families, the elderly and people in the areas of early childhood care; children, youth and family services; community housing; retirement living; home care; and residential aged care services. We provide Christ-inspired care and compassion to vulnerable people at different stages of their life journey. Visit cofc.com.au to learn more about us.

Position Overview:

The Assistant Housing Officer is responsible for providing administrative assistance and support in the delivery of tenancy and property management services within the Housing Programs team.

The Assistant Housing Officer contributes as an integral member of the Housing group and supports activities aligned with the strategic direction of and consistent with the mission and values of Churches of Christ.

Position Responsibilities:

1. Conduct client interviews, process eligibility assessments and provide referral to appropriate support services.
2. Primary response to client enquiries; provide information on regional housing and homelessness services.
3. Undertake property inspections, identify maintenance issues and produce condition reports.
4. Provide support and assist Housing Officers to effectively deliver client services and provide back-up support as required.
5. Contribute to tenant participation initiatives through the preparation of tenant newsletters and community events and support tenants with feedback and complaints processes.
6. Respond to property and tenancy enquiries including maintenance requests, rent payments, tenancy breaches and complaints.
7. Maintain tenant and property records in accordance with compliance requirements and produce reports on rent payments and tenancy matters.

Organisational Accountabilities:

General

1. Actively participate as a team member while supporting the achievement of organisational strategies.
2. Provide a high standard of customer service to all stakeholders and participate in continuous improvement processes for service delivery.
3. Advance Churches of Christ in Queensland's reputation in the community; support service integration by providing seamless provision of client-focused care and services.
4. Actively commit to and perform work in accordance with quality standards and continuous improvement; identify and communicate improvement opportunities.
5. Adhere to the organisation's policies and procedures; comply with all legislation and regulations affecting the position; adhere to the code of ethics and scope of practice that apply to the profession; take reasonable care to ensure that actions and omissions do not impact on the health and safety of others.
6. Comply with the requirements of applicable service level agreements, and provide information for reports as required; support actions to ensure financial targets are met and, where appropriate, contribute to acquittal and funding agreement requirements and implement corrective action as directed.
7. Support leadership by participating in professional development, performance appraisal processes and feedback.

Mission Focus

8. Forward the mission and model the values of Churches of Christ in day-to-day work, including in all interactions with members, ministers, staff, and other stakeholders.

Key Selection Criteria:

SC1: Qualifications and Knowledge

Essential:

- Certificate IV in social housing or an equivalent level of expertise and experience.

Desirable:

- Demonstrated knowledge and understanding of tenancy legislation.
- Knowledge and understanding of the social housing sector.
- Current drivers' licence.

SC2: Experience

Essential:

- Minimum two years' experience in a housing or community services role.

SC3: Technical Competence

- Intermediate computer skills with the ability to use Word, Excel, Outlook and PowerPoint.

SC4: Personal History Checks

- Possess a current National Police Certificate – or the ability to acquire.
- Possess Working with Children (Blue Card) – or the ability to acquire.
- Possess COVID-19 Vaccination - or the ability to acquire – in accordance with government direction and/or Churches of Christ Policy.

SC5: General

1. Well-developed communication and interpersonal skills to engage with a range of internal and external stakeholders.
2. Demonstrated ability to deliver quality services underpinned by continuous improvement to meet the needs of stakeholders.
3. Demonstrated ability to handle the challenges that occur in an organisation driven by change and innovation.
4. Well-developed problem solving, decision making and negotiation skills.
5. Proven ability and willingness to support a culture of safety, legislative compliance, quality and continuous improvement.
6. An understanding of the principles and values of Christianity and a demonstrated commitment to the mission, vision and values of Churches of Christ.