

**TENANCY OFFICER  
September 2010**

**Tenancy Officer**

**Program Area: Colony 47 Housing** .....

**Award & Level: Colony 47 EBA - Schedule A level 5...**

**Employment Conditions: Part Time** .....

**Reports To:**.....

**Last Revised: September 2010**.....

**Approved HRM:** ..... **Staff member signature:**.....

**Organisational Environment**

Colony 47 is a community based organisation, operating to support individuals, families and communities in the areas of housing, community, employment, training and family support.

**Our Vision is:**

- Fairness
- Passion
- Opportunity
- Community

People Working Together

**Our Purpose is:**

We are people working together to create a fair community where all have access to housing, employment, training and family support. Our work is with individuals and families. We assist people to strengthen their relationships and create opportunities. We work together to make a positive difference in peoples lives.

**Colony 47 Values**

- Respect
- Integrity
- Social Conscience
- Professionalism
- Quality

## Working Environment

### Code of Conduct

All employees of Colony 47 must abide by Colony 47 Code of Conduct.

### Occupational Health and Safety:

As an employee of Colony 47, you must be aware of and comply with requirements of the Workplace Health and Safety Act 1995 and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with Colony 47 occupational health and safety policies and procedures.

## Position Objectives

Within the broad policy and strategic direction of Colony 47 Inc., as approved by the Board to:

- Assist the Social Housing Tenancy Coordinator to;
  - Support the design, implementation and growth of new Social Housing programs within Colony47 Housing services
  - Contribute to business development.
  - Undertake projects as required.
- Maintain current knowledge of Federal and State Government housing strategy and private and community sector housing trends and legislation.

Achievement of these objectives will contribute to the overall strategic direction of Colony 47 Inc.

## Level of Responsibility/Direction and Supervision

The Tenancy Management Officer is responsible to the Social Housing Tenancy Coordinator, but on a day to day basis may work with a high degree of autonomy.

## Stakeholders

### Internal Stakeholders

- CEO
- Members of the Executive Team
- Members of Colony Leadership Group
- Staff of Colony 47 inc

### External Stakeholders

- Strategic Partners
- External agencies in the community sector
- State and Commonwealth Government departments

## Key Tasks and Duties

The Tenancy Officer has responsibility for delivering effective services in accordance with Principles of Management and Board Policy, program standards and contractual requirements of relevant funding bodies.

The Tenancy Officer is responsible for:

- Property Management Activities
  - Lease Management
  - Rent collection and arrears management
  - Liaising with Housing Tasmania, SITS and other relevant stakeholders
  - Property maintenance coordination
  - Adhere to preferred suppliers list
  - Regular property inspections
  - Responding to tenant needs, requests and queries
  - Maintain asset management register
  - Ensuring compliance with RTA (Residential Tenancy Act)
  - Proactive service follow up
  - Maintain client/property records
- Tenancy Management Activities
  - Tenant selection and allocation
  - Assessment of tenants needs
  - Translation services for CALD clients as required
  - Maintaining positive tenant rapport
  - Provision of tenancy maintenance information
  - Initiate neighbourhood engagement, mediation and conflict resolution strategies
  - Anti-social behaviour management
  - Referral to support services for clients with high and complex needs
  - Intensive engagement strategy
  - Early intervention plan
  - Tenant participation strategies including
    - Tenant feedback, compliments and complaints, tenants meetings
    - Tenant representation on advisory group
- Collaborate and align practices with other Colony 47 Housing Services to ensure best outcomes for clients and programs
- Sound knowledge of a variety of best practice tenancy management models and legislative requirements and maintaining a current knowledge of housing and homelessness trends and initiatives
- Liaising with stakeholders including government and private sector organisations as directed
- Other duties as required

## Required Attributes

### Knowledge:

Sound knowledge of a variety of best practice tenancy/property management models including regulatory and legislative requirements and current housing policies and frameworks.

### Communication

Interpersonal, written and verbal communication skills to provide support, information and assistance to managers, staff members and external stakeholders.

### Self Management

Demonstrated capacity to: plan, organise, schedule and prioritise own area of responsibility; co-ordinate input from others to produce own outputs; and foster and contribute to a stakeholder focus.

### Conceptual and Analytical

Demonstrated capacity to research and analyse information and identify options within a solution focused framework.

### Leadership

Demonstrated capacity to display initiative by contributing ideas that support the strategic direction of the organisation and demonstrate behaviour that support Colony 47 values, the Code of Conduct and continuous improvement.

### People Skills

Demonstrated capacity to: contribute to a positive team environment; manage own performance and development; and demonstrate a commitment to Managing Diversity including Equal Employment Opportunity principles.

### Technical/Professional

Possess the professional or technical skills needed to perform the Key Tasks and Duties outlined in this Position Description. Demonstrated capacity to apply sound judgment in making decisions, drawing on factual information from a range of accessible sources.

### Qualifications

- Relevant degree and real estate property management license with considerable experience; or
- Relevant degree and ability to obtain real estate property management license with considerable experience; or
- Associate Diploma and ability to obtain real estate property management license with considerable experience; or
- Qualifications in more than one discipline and ability to obtain real estate property management license; or
- Attainment through previous appointments, service and/or study, an equivalent level of skills to undertake the range of activities required.

- An employee without formal qualifications and/or training or equivalent skills may be required to undertake relevant study or training.

### Other Requirements

- Current driver's licence is desirable.
- Required to provide a satisfactory National Police Check.
- Ability to travel intrastate

### Key Selection Criteria

1. Demonstrated knowledge of a variety of best practice tenancy/property management models and legislative requirements
2. Highly developed conflict resolution, negotiation, advocacy, and liaison skills.
3. Sound knowledge of tenancy issues, and the social housing environment and considerable experience within the housing support sector.
4. Extensive knowledge of the issues relating to homelessness and social exclusion and comprehensive experience in working with people who are homeless or at risk of homelessness
5. Highly developed interpersonal, written communication and analytical skills
6. Demonstrated capacity to plan, organise, schedule and prioritise own area of responsibility
7. Well-developed computer skills, including a range of software packages on Microsoft Office and the ability to implement and use management information systems.