

## POSITION DESCRIPTION

<b>Job title:</b>	Tenancy Officer	
<b>Program/Service:</b>	Community Housing	
<b>Location:</b>	Grafton	
<b>Award:</b>	SCHADS Level 5	
<b>Reports to:</b>	Senior Housing Officer	
<b>Direct reports:</b>	Nil	
<b>Financial delegation:</b>	TBC	
<b>Purpose</b>		
<ul style="list-style-type: none"> <li>Deliver general property and tenancy management services to a small portfolio of properties located in the Coffs Harbour and Clarence Valley LGAs</li> <li>Monitor and take appropriate actions and controls in relation to tenant debtor management (including vacated debts) for all Momentum-managed properties located from Coffs Harbour to Tweed Heads.</li> </ul>		
<b>Our Values</b>		
<p><b>Trust &amp; Respect</b> – we act with integrity and treat people with courtesy and kindness  <b>Wellbeing</b> – we connect, we give, we learn, we care and take notice  <b>Innovation</b> – we share and foster ideas across the organisation  <b>Working Well Together</b> – we work cohesively towards a common goal, creating a positive working environment  <b>Being Gracious</b> – we really listen and be polite in our dealings with each other</p>		
<b>Key results area (KRA)</b>	<b>Accountabilities</b>	<b>Estimated % of time spent on KRA</b>
<b>Tenancy Administration ( Coffs Harbour and Clarence Valley LGA's)</b>	<ul style="list-style-type: none"> <li>Establish new tenancies and ensure agreements are in place for clients according to Momentum Collective requirements</li> <li>Monitor lease renewals for transitional tenancies</li> <li>Control tenancy termination processes, including expected end of tenancy finalization processes</li> <li>Assess, record and refer property repair requests to the 3SA Asset Management team</li> <li>Organise tenant account adjustments and recoups</li> <li>Conduct investigations into reports of anti-social behavior or other agreement breaches by tenants</li> <li>Maintain an annual schedule of routine property inspections</li> <li>Ensure complete, timely and accurate records are maintained as required</li> </ul>	30%
<b>Rental management (Momentum property portfolio)</b>	<ul style="list-style-type: none"> <li>Generally manage rent arrears and other debts where such threaten the sustainability of any tenancies</li> <li>Maintain records of all actions taken in relation to client debt management</li> <li>Refer tenancies at risk of failure, due to debtors, to local Tenancy Officers and Senior Housing Officer for further action, including for legal action</li> <li>Refer tenants in rental arrears to appropriate support services and other external agencies, where appropriate</li> </ul>	60%

	<ul style="list-style-type: none"> <li>Negotiate and agree on debt repayment arrangements with tenants, according to Momentum procedures, guidelines and protocols</li> <li>Record vacated tenant debts in the NSW HOMES system</li> <li>Monitor repayments made by former tenants of vacated debts</li> <li>Produce regular debtor management reports</li> </ul>	
<b>Projects</b>	<ul style="list-style-type: none"> <li>Perform special projects as directed by the Senior Housing Officer</li> </ul>	10%
<b>General responsibilities</b>	<ul style="list-style-type: none"> <li>Understand the aims and objectives of Momentum Collective and the relevant work division/s.</li> <li>Demonstrated commitment to working within the Momentum Collective Workplace Values.</li> <li>Responsibility of this position ensures that the highest quality of respect to clients is maintained at all times (refer to Confidentiality and Code of Conduct Agreement).</li> <li>Read and carry out actions from all relevant internal communications.</li> <li>Attend relevant meetings and approved staff development activities as appropriate to this position.</li> <li>Participate in an annual performance review and plan and seek formal supervision if required.</li> <li>Follow all reasonable direction from supervisors.</li> </ul>	continual
<b>Team collaboration</b>	<ul style="list-style-type: none"> <li>Assist in the development of risk and quality management policies and procedures, including the necessary documentation relevant to the service.</li> <li>Manage effective and professional boundaries and manage effective and professional relationships with all employees of Momentum Collective</li> <li>Proactively identify opportunities for continuous improvement.</li> <li>Perform as a role model for clients and staff in terms of attitude, behaviour and professional aptitude.</li> </ul>	continual
<b>Relationships</b>		
<b>Internal</b>		
<ul style="list-style-type: none"> <li>Momentum Collective employees across all divisions</li> </ul>		
<b>External</b>		
<ul style="list-style-type: none"> <li>Clients &amp; their families</li> <li>Advocates and members of the community</li> <li>Funding bodies</li> <li>Local, state and federal government representatives</li> <li>Other service providers</li> </ul>		
<b>Person specifications</b>		
	<b>Critical</b>	<b>Desirable</b>
<b>Qualifications and Credentials</b>	<ul style="list-style-type: none"> <li>Cert IV in Community Services, Cert IV Property Services or other relevant qualification and or equivalent industry experience</li> <li>Current Driver's Licence</li> </ul>	<ul style="list-style-type: none"> <li>Current Working with Children Check (NSW)</li> </ul>

<b>Experience</b>	<ul style="list-style-type: none"> <li>• A minimum 3 years' experience in tenancy and/or property management</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience in the provision of community services, within the Not For Profit Sector.</li> </ul>
<b>Specific skills</b>	<ul style="list-style-type: none"> <li>• Highly developed interpersonal skills including the ability to work with challenging client behaviours and/or complex needs</li> <li>• A demonstrated ability to work effectively with people from diverse backgrounds, including people from an Aboriginal or Torres Strait Islander background</li> <li>• Intermediate computer literacy skills including the Microsoft Office Suite.</li> <li>• Able to undertake a range of activities requiring the application of established work procedures.</li> <li>• Strong organisational and time management skills.</li> <li>• Good attention to detail</li> <li>• Demonstrated understanding of the nature of sensitive personal information and the importance of complete confidentiality.</li> <li>• Self-motivated and proactive with the ability to work unsupervised as well as part of a team.</li> <li>• A demonstrated ability to work effectively in partnership with local community and welfare services, tenant advocates and support service providers</li> <li>• Ability to undertake occasional travel to Momentum regional sites</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the wide range of legislative and program funding implications for social housing providers</li> <li>• Experience in using Microsoft and client database products</li> </ul>

**Key performance indicators**

Performance will be reviewed based on expectations and specific indicators agreed upon with your Manager. These indicators will include matters critical to the success of Momentum Collective such as:

- Achievement of individual results
- Achievement of team results
- Completion of individual training and development
- Assessment of performance

**Acceptance of responsibilities**

I have read the requirements and responsibilities outlined in this position description, Momentum Collective's Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.



I accept my performance will be measured through the agreed objectives and key performance indicators set with my manager each year and reviewed in accordance with Momentum Collective’s performance management policies, guidelines and processes.

I acknowledge that this appointment requires a satisfactory Police check on commencement and at any time during employment on request.

Employee .....

Signature .....

Date .....

**Important note:** *This position description serves as a guide to the scope and range of activities that may be required of the incumbent and may change at any time according to the needs and priorities of Momentum Collective.*