

POSITION DESCRIPTION

Position Title	Tenancy Officer	Position Number	SBH-23
Service Area	Tenancy & Property Services		
Remuneration	Level 4	Position FTE	1.0 (38 hours per week)
Reporting to	Senior Tenancy Officer		
Supervision of	No direct supervisory responsibilities		
			Updated March 2022

Our Vision, Mission and Values

Our Vision

A community where everyone has a safe and secure place to call home.

Our Mission

To provide opportunities, pathways and care to vulnerable people who find themselves without a home.

Our Values

St Bart's aims to foster a culture that embraces our values and which reflects what we believe will deliver the best outcomes for our clients and services delivered.

The St Bart's Values form the basis of all employee behaviour. All employees of St Bart's are expected to demonstrate the Values when carrying out the duties of this position.

- Empowerment** We create a community where everyone believes they have the ability to make a difference.
- Innovation** We foster an environment where creativity thrives.
- Commitment** We have the courage and determination to make it happen.
- Collaboration** We work together to achieve shared goals.
- Social Justice** We believe everyone has a right to equitable treatment, dignity and compassion.

Position Overview

The Tenancy Officer is responsible for the ongoing management of a community housing portfolio, delivering a range of services across the tenancy lifespan. This includes selection of prospective tenants, property inspections, managing neighbourhood disputes and associated tenancy administration. This position will also identify and deliver services improvements, working with the Tenancy & Property Services (TAPS) team.

**We're by
your side.**



St Bart's

Key Responsibilities

- Establish tenancies, selection of prospective tenants, showing properties, preparation of lease agreements and bond lodgement
- Orientate new tenants to their home, conditions of tenancy and community, assisting them to maintain their tenancy in a recovery focused way where appropriate
- Develop effective working relationships with government and tenant support agencies, referring tenants as required
- Coordinate ongoing maintenance of properties by conducting timely property inspections and responding to routine, vacated maintenance requests including contractor management
- Resolve and respond to tenancy related queries, complaints and feedback in a timely manner
- Review rental arrears reports and determine remedial action in accordance with tenancy agreements, organisational policies and legislation
- Manage tenancy agreement breaches in line with the *Residential Tenancies Act* and organisational policies, assisting with escalated or tribunal matters as required
- Generate various tenancy reports and provide quarterly submissions for the Tenancy Newsletter
- Ensure tenancy records are captured accurately across tenancy management systems and adhere to establish compliance requirements
- Maintain up-to-date knowledge of tenancy and housing legislation

Additional Objectives for all St Bart's employees

- Ensure personal health and safety at work and that of others complying with all Occupational Health and Safety requirements and as directed by St Barts.
- Participate in the St Barts Immunisation Program in line with specific position requirements, including any applicable pre-employment and/or ongoing immunisation as determined by St Barts.
- Understand, comply with, and adhere to the St Barts Code of Conduct, all other policies, procedures and work practices, and complete all necessary OneVault requirements within set timeframes.
- Participate in, and contribute to, all St Barts Quality Improvement and Risk Management programs, to encourage and promote organisational performance and deliver better consumer outcomes.
- Participate in and provide support in all accreditations, compliance and national standards activities as required.
- Participate in essential and/or mandatory training annually as required and directed.
- Have collaborative working relationships with the team and internal customers, and actively contribute to all team meetings and effectiveness of the team function.
- Perform other duties as directed.

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Selection Criteria	
Education	
Certificate IV in Community Services or a similar discipline	Desirable
Experience	
Demonstrated experience in property and tenancy management	Essential
Experience working in the community housing sector, or with vulnerable clients	Essential
Experience administering tenancy management systems and databases	Essential
Knowledge, Skills and Abilities	
Working knowledge of community sector housing policies, legislation, regulations and codes of practices including the <i>Residential Tenancies Act</i>	Essential
Strong interpersonal and communication skills, with the ability to build relationships and maintain boundaries with a clients and other stakeholders	Essential
Excellent organisational skills with the ability to manage competing priorities, ensuring timely delivery and accuracy of work	Essential
Understanding of trauma informed practice and recovery principles	Desirable
Other	
Satisfactory National Police Clearance current within the last three months	Essential
Current First Aid Certificate	Essential
licence	

Declaration

I accept the responsibilities as outlined in this position description, and understand that these may be updated from time to time in accordance with operational and organisational requirements. I commit to role modelling St Bart's values and commit to the Code of Conduct while undertaking my duties.

Employee

Name

Signature

Date
