**Position Description**

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| **Title** | **Housing Support Officer** |
| **Reporting to** | Manager Tenancy Support Service |
| **Salary Range** | $72,519.20 - $75,000.00 per annum |
| **Liaises with** | All staff  Tenancy Management Support Team  NT Government Territory Housing representatives  Community Living Areas tenants, only as approved by the landlord Territory Housing |
| **Award** |  |
| **Type of Position & Hours of work** | Full Time  8am to 4:30pm, Monday to Friday (some after hours work may be required) |
| **Position Summary** | The Housing Support Officer will support the Tenancy Management Support Team in Julalikari Council Aboriginal Corporations. Under guidance from the Manager Tenancy Support Service, you will support the delivery of contractual requirements for service delivery in a way that fosters trust and cultural empowerment of tenants in the Tennant Creek Community Living Areas.  The Housing Support Officer will always ensure accurate data collection, administration and best practice support to tenants when undertaking all work. They will also support the delivery of the Living Strong Program to the contract requirements, and all other required services as part of the Tenancy Support Service.  The role will be responsible for learning and adhering to all administrative, record keeping and service delivery requirements, ensuring all data and record keeping is maintained accurately and in a timely fashion to required deadlines.  The role will need to be professional and responsive in managing relationships with NT Government contract and service delivery representatives, acting as a broker between tenants and Territory Housing as the landlord. |
| **Essential Criteria** | * Demonstrated awareness of the key issues faced by Aboriginal people relating to housing and tenancy support, including the ability to deliver Territory Housing’s Living Strong Program to requirements. * Demonstrated experience community service delivery including case-management, data collection and administration * Demonstrated teamwork and relationship building skills, including managing internal and external relationships positively and effectively * Experience in delivering quality client service * Current driver’s license |
| **Desirable Criteria** | * Demonstrated Experience working in tenancy support or tenancy management * Cert III in Community Services or a willingness to obtain |
| **Key Attributes** | * Excellent relationship building skills, including the ability to work effectively tenants, Government representatives to ensure the tenancy support service is being delivered to expectations * Excellent teamwork skills, and the ability to positively and effectively address issues as they arise * Skilled in managing customer expectations and applying discretion and privacy in dealing with sensitive issues and environments * Good organisation skills and an ability to work to strict deadlines and work well under pressure * High level interpersonal and communication skills with a demonstrated ability to liaise effectively within the team, and key stakeholders associated with the program |

*The statements contained herein reflect general details, as necessary to describe the principal tasks of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including working in other functional areas to cover absences or relief, to equalise peak work periods, or to otherwise balance the workload. I acknowledge that the attached Key Performance Indicators (page 3 & 4) will be used to assess my performance in this position.*

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Julalikari Council Aboriginal Corporation.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Position Description – Key Performance Indicators**

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| **Position Title** |

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| **Tasks and Responsibilities** | **Key Result Area/ Key Performance Indicators** |
| **Programs** | |
| Adhere to required policies, procedures and program delivery requirements for Community Engagement, Tenancy Management and Living Strong Program | *All policies, procedures and program delivery requirements are met* |
| Support the delivery of the Tenancy Management Support Service as directed | *All activities are delivered as requested* |
| Delivery on tenancy support, community engagement and Living Strong Program activities to required timeframes | *Demonstrated understanding of work responsibilities, and a record all activity conducted, and all data is recorded accordingly* |
| Ensuring all ad-hoc requests are actioned and approved, and responding to approved ad-hoc requests as delegated | *100% of Ad-hoc requests are recorded, approved and delivered as requested, and all data recorded accordingly at the end of each completion, in line with other planned activities.* |
| Support all activity as directed related to Housing Reference Group meetings, and support community engagement and attendance at the meetings, in partnership with the Department | *100% of all responsibilities related to supporting Housing Reference Group meetings are delivered to requirements and within agreed timeframes* |
| Support accurate data and record keeping to support management reporting to the Department on community engagement, tenancy engagement and the Living Strong Program | *A culture of service-delivery excellence is maintained, and meets the needs of the funding body at all times.* |
| **Administration** | |
| Ensure all activities and interactions are recorded under the correct interaction type in Territory Housing’s tasking system, in accordance with the Contract Handbook | *100% of all daily activity is recorded and entered at the end of each day, registering and reporting 100% of all work requests and interactions under the correct interaction type in the tasking system, in accordance with the Contract Handbook* |
| Emails and correspondence. | *Present the company and yourself in a friendly and professional manner, promoting business awareness.*  *Processing and managing all correspondence daily, quickly and efficiently.* |
| Preparation and presentation of as required reports. | *To a high standard and on time.* |
| **General** | |
| Adhere to JCAC Polices & Procedure at all times | *Demonstrated* |
| Demonstrate and actively support an environment which reflects the Julalikari Code of Conduct. | *Demonstrated* |
| Provide strong leadership to key positions for promoting a quality review and best practice adherence environment for continuous improvement. | *Demonstrated* |
| Provide a collaborative and communicative environment which supports Executive Managers, the Board and CEO in processing Organisational needs and deliverables efficiently and effectively. | *Timeliness of communications of decisions and receipt of information processing.*  *Responsive and robust systems and behaviours.*  *User friendly and informative system for performance and understanding.* |
| **Teamwork** | |
| Display integrity and ethics consistent with the role within JCAC Code of Conduct. | Strong work ethic is observed including respect for management, peers and direct reports. |
| Develop and maintain networks and partnerships with relevant government agencies, cultural organisations and service providers, local, territory and national level. | Demonstrated relationships in all areas of work. |
| Actively participate as a member of the team by undertaking all duties enthusiastically and cheerfully, maintaining a positive working relationship with management, employees and clients. | Relationships with colleagues are impartial and objective ensuring that any conflict is dealt with appropriately and in an effective manner as per JCAC policy. |
| Promotion of JCAC culture and values. | Take the lead in demonstrating company values and promoting positive JCAC culture throughout the organisation. |
| **Training** | |
| Attend training as requested. | Attend paid and unpaid training. |
| Punctuality for all meetings. | Punctuality at meetings. |
| **Financial** | |
| Provide all financial documents to the Finance Team. | On time, as required |
| Provide advice on policy and procedures for budget development and compliance. | Demonstrated |
| In collaboration with the Corporate Services Executive Manager ensure policy and procedures meet the maintenance of the assets register for each program area. | Demonstrated within a timely manner |
| Monitor and oversee the Board of Directors supply of reporting for strategic plans, financial budgets, identify variances; remedy or advice and recommend appropriate action. | Demonstrated |
| All financial requirements for JCAC entities are planned and met on time. | Maintain compliance as per ORIC and NT Association Act regulations meet deadlines. |
| **Work Health & Safety** | |
| Follow all Work Health & Safety (WHS) policies and procedures and ensure all staff operate safely and efficiently at all times. | *Relevant forms and reports submitted to Executive Manager Corporate Services within 48 hrs of request.* |
| Adhere to the vehicle use policy. | *No breaches of the vehicle use policy are observed.* |
| Complete and submit to the HR Office hazard and incident report forms when any hazards/ incident/ near miss occurs. | *Forms completed within 12 hours of incident and 24 hours of hazard/ near miss and submitted to the Executive Manager Corporate Services.* |
| Develop, support and maintain JCAC Workplace Health and Safety systems. | *Implemented and maintained.* |
| Plan, conduct and participate in annual internal audit and management reviews on the all Quality Management Systems and areas. | *Notify Executive Managers promptly of future needs.*  *Complete in a timely manner and in line with JCAC policy and procedure.* |

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| **Version** |  |
| **Review Date** |  |