**Position Description**

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| **Position Title:** | **Community Housing Officer** |
| **Service Area:** | Community Housing |
| **Classification:** | *Social, Community, Home Care and Disability Services Industry Award 2010*  Level 4 |
| **Location:** | 3 Powell Lane, Charters Towers, Qld, 4820. |
| **Reporting To:** | Finance Manager |
| **Direct Reports:** | Nil |
| **Issue Date:** | 5 November 2019 |

**The Organisation**

Prospect Community Services Ltd. (PCS) is a non-profit organisation managed by a Board of enthusiastic, community minded people. The organisation endeavours to identify, promote and develop the interests and needs of the Charters Towers community through the provision of a diverse range of programs and services.

The Community Housing Officer is responsible for leading and managing the Social Housing Program.

**Position Purpose**

The Community Housing Officer will oversee the day-to-day operations of the Prospect Community Services Ltd. Community Housing Program.

**Position Responsibilities**

The Community Housing Officer is responsible and accountable for:

* Overseeing and leading all aspects of the PCS Community Housing program and operations
* Liaise with owners, trades persons and tenants to deliver prompt repairs and maintenance of managed properties.
* Prepare entry and exit conditions reports, bond refunds/claims and conducting tenancy inspections as required.
* Rent receipting, rent reviews, arrears management.
* Networking and building positive relationships with all stakeholders, including government departments.
* Leading casework discussions and team meetings and attending interagency meetings as required.
* Maintaining privacy and confidentiality of all Participants’ sensitive information.
* Preparing monthly and annual housing reports as required.
* Managing, monitoring and remaining within the delegated budget.
* Ensuring compliance with all funding agreements reporting.
* Attending internal and external training as directed by the Chief Executive Officer.
* Maintaining and implementing Prospect Community Services Ltd.’s work health and safety risk management processes.
* Complying with, and ensuring compliance with, all related legislation, regulations, standards, codes, guidelines, and quality frameworks.
* Adhering to and implementing PCS policies, procedures, and guidelines.
* Undertaking such other reasonable tasks, duties, and projects as instructed by PCS management.

**Key Performance Indicators**

* Community Housing performance consistently meets organisational standards and requirements.
* Internal and external Participant service is consistently delivered to the required organisational level.
* Serious or critical incidents and complaints received are addressed immediately and the Chief Executive Officer is notified within 24 hours.
* Accurate Monthly Reports are submitted to the Chief Executive Officer in the required manner, form and timeframe.
* Accurate data is reported to relevant government departments in the required manner, form and timeframe.
* Organisational systems, policies, procedures, and guidelines are consistently implemented, managed, monitored, and complied with to ensure quality work performance and service delivery, and provision and maintenance of a safe and healthy work environment within the area of control.

**Organisational Relationships**

**Internal:** Prospect Community Services Ltd. service areas and team members.

**External:** Government bodies, other stakeholders (including Participants), community members.

**Key Selection Criteria**

**Qualifications and Experience**

* Demonstrated experience in a social housing or community support/human services environment. (desirable).
* Knowledge of, or experience working in, the Not-For-Profit (NFP) sector (preferably in Health or Community Services) (desirable).
* Demonstrated knowledge of Residential Tenancies and Rooming Accommodation Act (desirable).

**Skills and Attributes**

* Excellent verbal and written communication skills.
* High level interpersonal skills.
* Ability to articulate and implement the Vision of Prospect Community Services Ltd.
* Demonstrated Information Technology (IT) skills with proficiency in the use of Microsoft software applications (particularly Word and Excel).
* Demonstrated ability to display a positive attitude.
* Ability to participate as an active team member.
* Empathy and commitment to improving Participants’ quality of life.
* Ability to consistently lead by example.

**Mandatory Requirements**

* Possession and maintenance of a current Queensland “C” Class Drivers Licence
* Possession of, or eligibility to obtain, a current, valid Blue Card Positive Notice (Working with Children check)
* Possession of, or eligibility to obtain, a current NDIS Worker Screening Prescribed Notice (Criminal History screening)
* Ability to pass a drug and alcohol screening.

**Performance Appraisal**

This position is subject to:

* Probationary performance appraisals at or before the end of each of the incumbent’s third and fifth months of employment; and
* Annual performance appraisals on the anniversary of employment.

**Note**

It is not the intention of this Position Description to limit the scope, responsibilities, or accountabilities of the position but to highlight its key aspects. These aspects may be altered in accordance with the changing requirements of the role.

**Certification**

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| **Employee** | | | | | | | | | | | |
| I hereby acknowledge that I have read, understood, and agree to comply with this Position Description. I accept all position requirements, including its responsibilities and key performance indicators, which may be altered in accordance with the changing requirements of the role. | | | | | | | | | | | |
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| Name | | |  | Signature | | |  | Date | | |  |
| **Direct Supervisor** | | | | | | | | | | | |
| I certify that this Position Description is an accurate representation of the current requirements of the role. | | | | | | | | | | | |
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| Name |  | Position | | |  | Signature | | |  | Date |  |