



POSITION DESCRIPTION

POSITION TITLE:	Housing Officer
CLASSIFICATION:	Full Time
REPORTS TO:	Corporate Services Manager & Senior Housing Officer
PLACE OF EMPLOYMENT:	Cherbourg
HOURS OF DUTY:	72.50 hours per fortnight (minimum requirement)

POSITION OBJECTIVE

To work closely with CASC Housing team to assist the tenancy management of Council operated housing ensuring that tenants and Council meet their obligations under the Residential Tenancies Act for social housing in Cherbourg.

KEY RESPONSIBILITIES

The key responsibilities may be modified from time to time to ensure the expected outcomes are coordinated with Council's operational and corporate plans. Without limiting the above, the key responsibilities shall include:

- Conduct regular house inspections as required.
- Liaise with tenants about the condition of their house and/or yard.
- Conduct exit inspections and detailed reports on vacant houses.
- Conduct entry inspection and reports for tenants.
- Conduct inspection reports on new houses.
- Liaise with contractors to ensure repairs are undertaken effectively.
- Conduct house inspections after vandalism and break ins.
- Work closely with and undertake instructions from the Senior Housing Officer.
- Other duties as directed by the Corporate Services Manager.

EXTENT OF AUTHORITY

- Accountable to the Corporate Services Manager for performance of the position.

ORGANISATIONAL RELATIONSHIPS

Internal Liaisons: All Council employees by communicating respectfully and sharing ideas

External Liaisons: All external stakeholders, current and future as well as the local and wider community

CORE COMPETENCIES

Teamwork

- Participate in team-based activities and suggest improvements to team activities.
- Respect, encourage, and support other team members.
- Perform successfully in a range of team roles.
- Contribute willingly to team activities.

Customer Service

- Treat both internal and external customers with courtesy and respect.
- Work according to agreed customer service standards within your team.

Communication

- Write in a clear and concise style, which is grammatically correct
- Clearly express opinions, ideas, and information to colleagues
- Provide complex information in plain language

Quality

- Work according to agreed quality standards within your team.
- Contribute towards setting quality standards within your team.
- Monitor your work and identify opportunities for improving quality.

Environment

- Monitor your work for opportunities to reduce adverse impacts on the environment.

Workplace Health and Safety

- Work safely and in accordance with the relevant work method statements and procedures
- Encourage your colleagues to work safely
- Identify hazards and assess risks in the workplace
- Build a positive proactive culture towards a safe workplace

Efficiency

- Undertake tasks in an efficient and timely manner.

Compliance

- All staff are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures
- Failure to maintain any licence or certificates, which are a condition of your employment, may result in demotion or termination as Council is unable to guarantee your transfer to a position not requiring the said licence/certificate.
- All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
- All employees are to work in accordance with the standards contained within Council's Code of Conduct.

GENERAL

Whilst employment is in the position described in this document it is understood that employment is with Cherbourg Aboriginal Shire Council. In the event of organisational change or restructure, Council may require employees to undertake other roles for which they are qualified and capable of performing.

- The CASC will review employees' job descriptions from time to time and update them to ensure that they relate to the job as then being performed.
- Employees may be required to undertake a variety of duties not related to their substantive role in times of disaster.
- All staff are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures
- All employees are expected to participate in Council's Induction Program and future training opportunities to maintain a current knowledge base and provide excellent service levels for internal and external customers.
- All employees are expected to wear uniforms supplied for all rostered shifts or present a favourable and professional image in line with Cherbourg's professional image.
- All employees are to work in accordance with the standards contained within Council's Code of Conduct.
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SELECTION CRITERIA

- Previous experience in working with Aboriginal and Torres Strait Islander people and communities would be an advantage.
- Effective verbal and written communication skills including experience in the provision of reports in a timely and efficient manner.
- Ability to be able to communicate with individuals and families at all levels to achieve satisfactory results.
- An understanding of social housing needs and issues within the Cherbourg community.
- A current driver's licence.
- Being will to undertake an Australian National Character Check

ACKNOWLEDGEMENT

This revised position description is a version that aims to clearly describe the position requirements and expectations. All employees are expected to participate in reviews of their position description, contribute to reasonable changes and comply with all organisational and Council requirements. Failure to maintain licences and certificates may result in changes to employment conditions.

Employee Name & Signature

Date

Supervisor Name & Signature

Date