

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Housing Officer	Department	Migration Support Programs
Location	Albury, Canberra, Wagga Wagga, Wollongong	Direct/Indirect Reports	Nil
Reports to	Housing Lead	Date Revised	Mar 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No.	HRC0013584

### ■ Position Summary

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

### ■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

The role of Housing Officer is to provide housing and tenancy management services to refugees and humanitarian entrants establishing a new life in Australia. The role is responsible for the management of short-term tenancies delivered under the guidelines of the relevant State & Territory Residential Tenancies Act and program policies. The Housing Officer is also responsible for ensuring refugees secure long-term and sustainable tenancies close to relevant essential services within a diverse and broad range of communities. This includes Orientation and capacity building on 'how to be a good tenant', Tenant Rights and Responsibilities, budget management of rent and utilities, Good neighbor awareness, Real Estate Agent awareness raising, relationship building and liaison.

The Tenancy Officer plays a critical role in the delivery of our services to refugees and humanitarian entrants and will work closely with our case coordination teams, volunteers and other partners.

## ■ Position Responsibilities

### Key Responsibilities

- The effective and efficient day to day planning of accommodation allocation for new arrivals
- Provide housing case management and effective interagency collaboration
- Build a strong and trusted relationship with key Real Estate Agents to ensure ongoing housing stock and solution focussed engagement.
- Ensure records are of a high written standard, keeping accurate and up-to-date client files and associated documentation, records and reports – both administrative and financial and ensure security and confidentiality of client information is maintained.
- Schedule and undertake regular client visits to inspect premises and build capacity of clients as tenants.
- Identify risk to tenancies and working collaboratively with service delivery team to create a plan that mitigates risk.
- Manage client rent arrears, rental reviews, client repayments and bond repayments.
- Build effective relationships with internal and external stakeholders to enable refugees and humanitarian entrants to access housing and related services
- Attend tribunal hearings where disputes arise
- Effectively management client expectations and build their capacity to independently manage current and future tenancies.
- The delivery of facilitated group tenancy education sessions and forum participation to build sector understanding and capacity
- Provide end to end property and client tenancy management.
- In consultation with program leadership and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Working in collaboration with program leadership, ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints
- In collaboration with service delivery teams, support volunteers providing assistance to clients
- Advocacy and other general tenancy support as required

## ■ Position Selection Criteria

### Technical Competencies

- Proven highly developed organisational and time management skills
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders
- Ability to communicate and apply effective interview techniques to sensitively gain information from clients
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds
- Ability to manage complex and sensitive issues with absolute discretion in a highly complex environment
- Effective communication with a broad range of people (verbal and written) including communication of technical/procedural/ legislative information to clients
- Knowledge of the Residential Tenancies Act
- Demonstrated experience in the delivery of community or social housing services

- Work skills include the ability to work autonomously, with minimal supervision, as a member of a team incorporating multitasking
- Excellent records management and general office administration
- Basic proficiency in MS Office or similar software and experience using databases

### Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- A current drivers licence
- Certificate IV or Diploma in social housing/community services or Humanities Degree and/or relevant experience

### Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters