



COMMUNITY HOUSING CENTRAL AUSTRALIA

3/21 Gregory Terrace
Alice Springs / Mparntwe
PHONE: 08 8952 1266
EMAIL: info@chca.org.au

ABN: 82 136 070 829

POSITION DESCRIPTION

Position Title:	Community Housing Officer (CHO)
Reports to:	Community Housing Program Coordinator
Location:	Alice Springs
Hours per week:	38hrs / 7.6 hours per day
Position Type:	Full time
Salary Band:	Level 3 – Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100]
Prepared by:	
Date:	

1. Position Context

Community Housing Central Australia (CHCA) is an Aboriginal controlled not-for-profit, registered community-housing provider in Alice Springs.

Since 2009 CHCA has developed a 'community housing portfolio' through a range of property development activities and leasing and management partnerships. Today we manage over 180 homes as a mix of affordable, seniors and supported housing allocated to people on medium to very low incomes. CHCA is committed to growing this portfolio of housing to support vulnerable people find secure housing.

2. Position Summary

The Community Housing Officer (CHO) has an important role acting as the 'face of CHCA' by providing direct housing management service to residents as part of the Community Housing Team.

The aim of the CHO is to support tenants to sustain their tenancy by complying with their core responsibilities under the Residential Tenancies Act (RTA), whilst ensuring CHCA fulfils its obligations as a landlord.

The CHO role is dynamic and involves a broad mix of work, such as face to face contact with residents, administrative and reporting activities in office, and building and maintaining relationships with tenants and stakeholders. The role is managed and supported by the Community Housing Coordinator.



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3. Key Duties

The key duties for the position include:

Tenancy Management

- Monitoring rent and other debts – weekly review of rental payments, following up arrears, negotiating agreements to pay arrears and debt;
- Undertaking periodic rent and income reviews – confirming the household income for tenants, assessing rental payments;
- Undertaking home inspections – notify tenants regarding inspections in accordance with RTA, undertake inspections or reschedule where postponed, completing Property Condition Reports including photos;
- Process maintenance requests – receive maintenance requests when in the field, inspecting and photographing when on site, issue maintenance requests to contractors;
- Making referrals to other services – identify issues impacting tenancies, make referrals for tenants needing additional support;
- Tenancy compliance action – in accordance with the RTA initiate and following through on compliance action, work collaboratively with the DTFH&C to ensure due process is followed;
- Tenancy engagement and education – advise tenants of their responsibilities under the RTA in relation to visitor management, rent arrears, inspections and home care, work with CH Coordinator on specific issues raised;
- Processing housing applications – assist applicants to complete applications, review completeness, assess income details;
- Vacancy Management – ensure that vacant properties are filled quickly following any required maintenance including the identification of eligible new tenants.
- Establishing new tenancies – confirming eligibility and rental payments, executing tenancy agreements, coordinating bond payments, inducting tenants into dwelling, referring to support agencies as appropriate.

Relationship Management

- Working internally - actively participate, contribute to and support other members of the Community Housing Team, participate in CHCA staff engagements and meetings, offer support to other CHCA staff members when necessary;
- Working with tenants – provide culturally safe and meaningful advice and support tenants in understanding their responsibilities under the RTA;
- Work with external stakeholders – work collaboratively with support services to assist with sustaining the tenancy (e.g. Tenancy Support Providers), work with CHCA contractors to ensure good services are being provided for repairs and maintenance;



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Compliance and Reporting

- Maintain compliance - Compliance with conditions of RTA, CHCA and DTFH&C Policies, and other relevant legislation;
- Maintain a record all activities and enter into Chintaro tenancy management database;
- Maintain CHCA files – maintain and record information in CHCA’s file management system;
- Reporting – provide data and information on key performance indicators when requested by management.

Other duties

- All other duties requested by CHCA Management from time to time.

4. Key Selection Criteria

Essential Criteria

1. Cultural Awareness - An awareness, understanding and sensitivity to Aboriginal culture and law in the Alice Spring context, and the ability and experience to communicate effectively with Aboriginal peoples.
2. Work Experience – Demonstrated work experience in tenancy management, community housing or related housing/property or community service roles that can demonstrate customer service, organisational skills and work ethic.
3. People Skills – Demonstrated ability to effectively communicate and work with people and stakeholders from different backgrounds and life experiences, and with limited English or English as a second language.
4. Time Management Skills - Demonstrated time management skills and ability to prioritise and meet a demanding workload
5. Administrative Skills - Demonstrated data entry, reporting and administrative skills.
6. Problem Solving - Demonstrated problem solving skills and analytical abilities.
7. Computer Skills – Experience with Microsoft Word, Excel and Outlook applications.
8. Driver’s License
9. Police Check showing no prior criminal history
10. NT Ochre Card (Working with Children) – Child Protection
11. Triple Certification of COVID vaccination.



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Desirable

12. Aboriginal person from Central Australia.
13. Experience working with Aboriginal clients in the community services sector.
14. Qualification in social sciences, community services or tenancy related study.

Employee:	
Date:	
Signed:	

Approved by:	Frances Paterson-Fleider
Date:	
Signed:	