



POSITION DESCRIPTION RENT REVIEW OFFICER

OVERVIEW

PROGRAM: Operations

POSITION REPORTS TO: Compliance Manager

ORGANISATION CONTEXT:

Vision

Aboriginal Housing Victoria's (AHV) vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

AHV is the first Aboriginal housing agency to be registered as a Housing Association in Victoria and it is also the largest. Our tenants are assured of access to an Aboriginal landlord and personalized and culturally sensitive services for Aboriginal people which helps to maintain and strengthen Aboriginal communities and cultural ties.

AHV provides housing to approximately 4,000 low income Aboriginal Victorians in 1,520 properties, representing 8% of the Aboriginal population. AHV manages tenancies across metropolitan and regional Victoria - Loddon Mallee (302), Gippsland (216), Hume (197), Grampians (119), Barwon (145) and the Northern (186), Southern (167), Eastern (44) and Western (144) Melbourne Metropolitan areas.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non Aboriginal community.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion courtesy and dignity in our relationships with our clients, our stakeholders and with each other

AHV is also committed to promoting and protecting the interests and safety of children.

PROGRAM INFORMATION:

Compliance and Systems Improvement sits within the Operations Division which also includes Maintenance and Tenancy Services. The Operations Division is responsible for the delivery of a range of services including client enquiries, managing waiting lists, allocations, rent payment, arrears, rent reviews property management and maintenance works and life skills support.

PURPOSE OF THE POSITION:

The Rent Review Officer (RRO) reports to the Compliance Manager and is responsible for coordinating and undertaking the Annual Rent Review (ARR) and change of circumstance reviews for tenants. The RRO is responsible for assessing all reviews that are submitted and ensuring AHV's internal data management system and Centrepay are updated to reflect household/income changes. The RRO is required to work in close collaboration with other AHV staff in undertaking their duties.

KEY RESPONSIBILITIES

- Undertake the change of circumstance reviews for all tenants.
- Working closely with the Compliance Manager and Compliance Coordinator using relevant AHV databases co-ordinate the annual rent review consistent with AHV policies, procedures and methodology.
- Respond to tenant enquiries relating to rent calculations and provide advice regarding rent assistance.
- Document all transactions and interactions within the SDM system.
- Participate in the continuous improvement of rent review assessments, through recommending new working methods, involvement on working groups to review and recommend improvements and by providing management with advice on the rent reviews and issues arising.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base understanding that not all duties will be necessarily performed at all times.
- Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.

QUALIFICATIONS AND LICENSES

- Intermediate level Excel knowledge and skills

KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Knowledge of the tenancy and application requirements of an Aboriginal housing provider or public housing provider, including the Residential Tenancies Act 1997 and other relevant legislation (or the ability to acquire that knowledge quickly).
- The ability to interpret, clearly communicate and apply AHV policy and procedure.
- Demonstrated capacity to work effectively with clients with complex needs including an ability to effectively and confidently manage conflict.

- Experience in monitoring data integrity and applying appropriate procedures for maintaining security and confidentiality.
- Capacity to deliver high quality solutions and provide accurate information to clients in a timely manner to build positive client relationships.
- Demonstrated ability to work collaboratively with colleagues and management in order to achieve positive outcomes.
- Exceptional attention to detail and time management skills with the ability to prioritise competing work priorities and remain solution-focused.
- Intermediate level proficiency in the use of Microsoft Office suite including Microsoft Word, Excel and Power Point.
- Ability to work autonomously and to operate at a high level of personal responsibility for the effective completion of tasks.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment
- AHV is an equal opportunity workplace
- AHV promotes a smoke free workplace
- A current National Police records check and relevant valid state Working With Children Check are required
- Attend mandatory and other training as required