



POSITION DESCRIPTION

ACCO Homeownership Officer

OVERVIEW

PROGRAM	Aboriginal Housing Services
POSITION REPORTS TO	Manager Housing Pathways
DIRECT REPORTS	0
LOCATION	Shepparton
IDENTIFIED POSITION	This is a Prioritised role – If you are a Aboriginal and/or Torres Strait, you are encouraged to apply.
DATE PREPARED	Sep 2025
AWARD	SCHADS Level 6.3, contract until 30 June 2027

ORGANISATION CONTEXT

About

Aboriginal Housing Victoria (AHV) is an Aboriginal¹ community organisation responsible for managing more than 1,800 rental properties for Aboriginal people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na woorn-tyeen maar-takoort*. As the housing and homeless policy lead in the Victorian Aboriginal community, AHV has a responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal rental provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

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.

¹ Throughout this document the term "Aboriginal" is used to refer to both Aboriginal and Torres Strait Islander people.

PROGRAM INFORMATION

The Housing Services division is responsible for managing all aspects of a tenancy from allocation to end of lease, wellbeing and home ownerships programs and community engagement for more than 1800 properties throughout regional and metropolitan Victoria.

PURPOSE OF THE POSITION

The ACCO Homeownership Officer will provide culturally appropriate support to First Nations Peoples to access the First Peoples Home Ownership Program. The role is community-facing and focused on engagement, eligibility support, referrals, advocacy, and promotion.

The ACCO Homeownership Officer will walk alongside families to build confidence, financial capability, and readiness for homeownership, while also partnering with stakeholders to reduce systemic barriers and strengthen pathways.

KEY RESPONSIBILITIES

- Deliver culturally safe engagement activities including yarning circles, workshops, digital engagement, and events.
- Act as the first point of contact for the community through phone, email and local outreach.
- Gather community feedback and contribute to continuous improvement of services.
- Conduct initial eligibility assessments for program applicants.
- Provide information and support for obtaining Certificates of Aboriginality (CoA).
- Assist individuals and families to prepare and submit grant applications.
- Provide tailored connections to financial counsellors, workshops, brokers, real estate agents, conveyancers, tenancy/legal services, and broader social supports.
- Maintain and use a warm handover and follow up to ensure clients receive support.
- Support applicants with budgeting, savings plans, debt reduction, and building long-term financial capability.
- Undertake holistic assessments that consider family, cultural, and financial contexts.
- Build and maintain relationships with local ACCOs, TOs, lenders, financial counsellors, brokers, conveyancers, real estate agents and housing providers.
- Formalise partnerships where appropriate.
- Advocate for clients and share insights with stakeholders to improve access and reduce barriers.
- Collaborate with Homes Victoria and participate in statewide provider forums.
- Promote the program through culturally relevant channels.
- Deliver group financial literacy workshops and awareness sessions in collaboration with stakeholders.
- Collect and share success stories to inspire and strengthen community trust in the program.
- Maintain accurate records of client engagement, referrals, and outcomes.
- Submit quarterly performance and financial reports to Homes Victoria.
- Monitor expenditure and ensure compliance with program budgets.
- Participate in peer learning, reflective practice, and program evaluation activities.

QUALIFICATIONS AND LICENSES

- Victorian driver's licence
- A tertiary qualification in related field and/or demonstrated, relevant experience.

KEY SELECTION CRITERIA

Essential

- 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.
- Demonstrated experience in community engagement, outreach, or advocacy.
- Ability to deliver culturally safe, inclusive, and responsive services.
- Experience providing client support, referrals, and navigation across housing or financial systems.
- Strong stakeholder management skills with the ability to build trusted relationships
- Excellent written and verbal communication skills.
- Organisational skills including reporting, record-keeping, and project delivery.

Desirable

- Understanding of housing finance, financial literacy, and systemic barriers to homeownership.
- Experience working in Aboriginal Community Controlled Organisations or community housing/financial services.
- Familiarity with government-funded reporting and compliance requirements.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment.
- AHV is an equal opportunity workplace.
- A current National Police records check and Working with Children Check are required.
- Attend mandatory and other training as required.