



POSITION DESCRIPTION

HOUSING OFFICER – METRO (SOUTH-EAST)

OVERVIEW

PROGRAM	Housing Solutions
POSITION REPORTS TO	Senior Housing Officer
DIRECT REPORTS	Nil
IDENTIFIED POSITION	No; Aboriginal and Torres Strait Islander candidates are strongly encouraged to apply
DATE PREPARED	July 2025
AWARD	SCHCADS award level 4

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 non-government Aboriginal housing organisation in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na woorn-tyeen maar-takoort* (Every Aboriginal Person has a Home). 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 at 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 renters and stakeholders.

Transparency and accountability in providing information, decisions and explanations for scrutiny and to take responsibility for actions and consequences as the foundation of good governance and building trust.

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

Integrity, trust and honesty in all our business activities and practices.

Collaborative relationships with our community, renters, government and stakeholders.

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

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

Inclusiveness and ensuring that everyone, regardless of their background, abilities or circumstances has equal opportunities to participate, contribute and feel valued.

PROGRAM INFORMATION

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

PURPOSE OF THE POSITION

The Housing Officer (HO) reports to the Housing Coordinator. The HO role is responsible for establishing sustainable tenancies with AHV's client base, including undertaking property management duties with a complex client base. Housing Officers are required to build relationships with support services in their region to assist clients and support community capacity building.

The position will contribute to ensuring AHV achieves its strategic directions as set out in the business plan by engaging with renters and ensuring the organisation is an active participant in the Victorian Aboriginal community. This in turn will support AHV in its contribution to the self-determination and self-management of the Victorian Aboriginal Community.

KEY RESPONSIBILITIES

- Provide quality housing services to Aboriginal clients, taking into account their individual social, welfare, financial and cultural needs, including linking in renters with relevant internal and external support services.
- Establish and maintain strong relationships with renters and external agencies to achieve tenancies that are sustained and successful.
- Work through appropriate processes with renters to minimise both rental and vacated arrears and minimise renter responsibility maintenance charges.
- Undertake property and tenancy management duties with a complex client base, including identification of simple maintenance needs, participating in allocation decisions and managing complaints, vacant properties and evictions.
- Represent AHV at the Victorian Civil and Administrative Tribunal and other relevant forums.
- Working closely with internal Property Compliance Officers (PCO) to facilitate the inspection of properties to achieve assessment of their overall condition and maintenance requirements.
- Collect property related information to support AHV's asset management functions including updating the asset register in the internal SDM database and the accurate maintenance of property records.
- Manage own schedule to ensure all targets are met.
- Build and maintain constructive relationships with the region's welfare and Aboriginal community organisations.
- Provide support to other team members in the delivery of tenancy services, including the annual rent review.
- Travel within an allocated region to complete home visits and stakeholder meetings.
- Attend and contribute to team and other relevant staff meetings.
- 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

- Victorian driver's licence

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 property management requirements of an Aboriginal housing provider or public housing provider, including the Residential Tenancies Act 1997, and other relevant legislation (or a demonstrated ability to acquire that knowledge quickly).
- Demonstrated capacity to work autonomously and to operate at a high level of personal responsibility for the effective completion of tasks.
- Experience working effectively with clients with complex needs and an ability to effectively and confidently manage conflict.
- Demonstrated ability to work collaboratively with AHV colleagues and management, external services and government organisations in order to achieve positive outcomes.
- The ability to monitor data integrity and apply appropriate procedures for maintaining accurate records.
- Strong attention to detail and exceptional time management skills with the ability to prioritise a demanding workload and remain solution-focused.
- Proven experience with the Microsoft Office suite and ability to learn new software programs.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment as included in the Contract of Employment.
- AHV is an equal opportunity workplace.
- A National Police Records Check and Working with Children Check, satisfactory to AHV, are required before commencement.
- Attendance at mandatory and other training as required.
- Constructive/active participation in key AHV activities, which support renters and the Aboriginal community more generally e.g. AHV NAIDOC Family Day.