

## POSITION DESCRIPTION

<b>Position Title:</b>	Tenancy and Property Officer		
<b>Program/Team:</b>	Housing and Tenancy Support [HATS]		
<b>Employment Type &amp; Hours:</b>	Part-time   60.8 hours per fortnight		
<b>Award Conditions:</b>	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	<b>Remuneration:</b>	SACS Level 4
<b>Working From:</b>	Winstanley Street, Carina Heights and/or other BYS offices		
<b>Reporting Relationships:</b>	Reports to the Housing and Tenancy Manager		
<b>Probation Period:</b>	Six [6] months		
<b>Primary Purpose of Position:</b>	To deliver end to end tenancy and property management services for a Tier III Community Housing Provider delivering Specialist Homelessness Services in accordance with relevant standards and legislation. This role engages with internal support services to ensure successful tenancy sustainment for young people.		
<b>In addition to submitting a resume, applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting.</b>			
<b>Selection Criteria:</b>	<ol style="list-style-type: none"> <li>1. Understanding of and commitment to BYS vision, objectives and practice framework</li> <li>2. Knowledge of the <i>Residential Tenancies and Rooming Accommodation Act 2008</i> and the <i>Social Housing Tenancy Management Policy 2020</i>, with demonstrated ability to manage rental properties in accordance with these and other relevant legislation, guidelines and standards</li> <li>3. Demonstrated ability to utilise tenancy management software to maintain accurate and timely records and produce reports</li> <li>4. Experience in sourcing and contracting tradespeople demonstrating value for money</li> <li>5. Strong verbal and written communication skills including the ability to liaise with internal and external stakeholders including support services and suppliers</li> <li>6. Sound organisational skills, with the ability to plan, prioritise, problem solve and meet deadlines</li> </ol>		
<b>Education, Qualifications, Requirements [Mandatory]:</b>	<ul style="list-style-type: none"> <li>• Qualifications in administration, a certificate of Real Estate Registration OR substantial demonstrated experience in a related field</li> <li>• Current Queensland driver's license</li> <li>• Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement</li> <li>• Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; Hepatitis B [health team workers only] and COVID-19</li> <li>• Three relevant references, including most recent Manager, if relevant</li> </ul>		
<b>Skills &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in a tenancy and property management role, or similar</li> <li>• Sound understanding of the QLD <i>Residential Tenancies and Rooming Accommodation Act 2008</i> and desirable to have knowledge of the <i>National Regulatory System for Community Housing and Social Housing Tenancy Management Policy 2020</i></li> </ul>		

	<ul style="list-style-type: none"> <li>• Experience in working with property management databases, desirable to have experience in Chintaro</li> <li>• High level administration skills</li> <li>• Experience within the specialist homelessness, affordable or community housing sectors will be highly regarded</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Personal drive and integrity</li> <li>• Flexible, self-directed initiative, collaborative, inclusive, respectful, ethical, accountable</li> <li>• Commitment to a learning culture and ongoing professional development</li> <li>• Excellent time management skills and the ability to prioritise work.</li> <li>• Excellent written and verbal communications skills</li> <li>• Interest and capacity to provide housing services to homeless or at-risk young people</li> </ul>
<b>KEY RESULT AREAS – Roles and Responsibilities</b>	
<b>Property and Tenancy Management:</b>	<ul style="list-style-type: none"> <li>• Perform rent calculations, reviews, collection, and arrears recovery</li> <li>• Complete tenancy lease preparation and sign up</li> <li>• Communicate tenancy processes to young tenants to assist them understand and comply with their rights and responsibilities</li> <li>• Work in partnership with BYS support workers to prevent and resolve any tenancy issues or breaches to ensure tenancy sustainment</li> <li>• Complete property condition reports, as well as, routine, and exit inspections</li> <li>• Maintain records of rent, bond payments, and bond lodgements with the RTA</li> <li>• Manage Centrepay authorisations through the Centrelink Confirmation e-Services</li> <li>• Investigate and record tenancy complaints</li> <li>• Coordinate the maintenance, repair, and cleaning of properties to ensure properties are kept in a good condition in line with community housing regulatory and fire safe standards</li> <li>• Coordinate and assess quality furnishing for properties</li> <li>• Liaise with real estates and landlords for successful tenancies in headlease properties</li> <li>• Liaise with the Department of Communities Housing and the Digital Economy (DCHDE) in relation to the repair and maintenance of properties as required</li> <li>• Maintain and monitor the property and tenancy database to capture property records, rent, maintenance, capital works and other financial and tenancy information relating to BYS properties and tenancies</li> <li>• Undertake property associated financial and administrative tasks including receiving and uploading property expense invoices and supporting BYS finance team to reconcile the property database</li> <li>• Ensure property and tenancy practices are compliant with the <i>Social Housing Tenancy Management Policy 2020</i> and the <i>Residential Tenancies and Rooming Accommodation Act 2008</i></li> <li>• Contribute to the development and review of policies and procedures related to tenancy management and property maintenance</li> </ul>
<b>People, Culture, Safety:</b>	<ul style="list-style-type: none"> <li>• Model and drive a culture of respect, optimism, accountability, and resilience in line with the organisation's values</li> </ul>

	<ul style="list-style-type: none"> <li>• Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others</li> <li>• Protect and promote the rights of children and young people, including making decisions compatible with the <i>Human Rights Act 2019</i>; and responding to and reporting suspicions and disclosures of abuse or harm</li> <li>• Ensure a healthy and safe workplace for all by adhering to BYS  <a href="#">Work Health and Safety Policy</a>, Procedures and Practices</li> </ul>
<b>Administration:</b>	<ul style="list-style-type: none"> <li>• Ensure administrative functions are conducted in accordance with relevant policies and procedures</li> <li>• Maintain accurate and timely record keeping and data collection</li> <li>• Complete internal and external tenancy and property reporting in collaboration with the Program Manager</li> <li>• Undertake any other tasks as required</li> </ul>

*The changing demands of BYS's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYS, and these responsibilities do not limit what may be reasonably requested of an employee during the course of their employment.*

*As the successful applicant, you are required to sign and date this Position Description to demonstrate your commitment to fulfill this role in accordance with the key result areas outlined above.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
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