



POSITION DESCRIPTION

POSITION NAME	CLIENT SERVICE OFFICER (TENANCY)
LOCATION	PENRITH
REPORTS TO	TEAM LEADER HOUSING SERVICES (PENRITH)

ORGANISATION CONTEXT

Wentworth Community Housing Limited is a not-for-profit housing company founded in 1996 that provides affordable rental housing and other assistance to eligible people who are on low to moderate incomes in Western Sydney. The organisation has Public Benevolent Institution status.

Wentworth is a Tier 1 registered community housing provider with the National Regulatory System for Community Housing and has also been awarded a three-year accreditation status against the National Community Housing Standards. It is actively engaged in local property development to increase the supply of social and affordable housing which meets the needs of its clients.

As a community housing provider Wentworth provides a range of services and products including:

- Community Housing for people on low incomes eligible for public housing
- Affordable Housing for eligible people on moderate incomes
- Assistance with renting privately
- Information and referral – working with a range of non-government and government services in the local area to help people access the services and supports they need.
- Coordinating with partner agencies to build more resilient, self-sustaining communities

Wentworth is also a lead agency in the Specialist Homelessness Service and provides a range of programs that aim to prevent homelessness and provide crisis and transitional housing for people at risk of experiencing homelessness.

In 2016/17, Wentworth had revenue of nearly \$41 million and net assets of nearly \$55 million. Wentworth manages almost 2300 properties. The main clusters of housing managed by Wentworth are in the Penrith, Hawkesbury, Blue Mountains, Blacktown and the Hills Shire Local Government Areas. Client services are managed from the head office in Penrith with branch offices in Katoomba and Windsor.

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Wentworth is governed by an elected Board of Directors who are skilled members of the local community. Day to day activities are managed by the Chief Executive Officer and a range of professional and dedicated housing and support staff.

Wentworth generates revenue through tenant rents and also receives funding from the NSW Department of Family and Community Services (FACS) and through other grants and funded programs. In 2015 Wentworth commenced using its charitable status to establish a fundraising program.

Please visit [Wentworth Community Housing | Affordable community housing and related services](#) to learn more.

POSITION OBJECTIVE

To provide quality tenancy and other housing management services to a wide range of clients to achieve sustainable tenancies within a defined catchment area.

ROLE

- This position is responsible for the performance of a full range of tenancy management functions within a defined catchment area.
 - The position has a broad scope of responsibilities and the position-holder will be expected to apply their knowledge and skill to a wide range of tenancy management activities to assist clients achieve a long term sustainable tenancy with Wentworth. The position operates within Wentworth policies and procedures and has defined delegations of authority.
 - The role reports into the Team Leader Katoomba
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KEY RESULT AREAS (not in priority order)

Tenancy management

- Conduct sign-ups of tenancies, including explanations of conditions of tenancy, in accordance with Wentworth's policies and procedures and as required by law under the residential tenancy legislation.
- Assist in the acquisition and allocation of new leasehold properties.
- Implement policies and procedures for all clients to ensure consistent and quality service provision.
- Assist in the administration and implementation of rent and market rent review processes.
- Liaise with Real Estate Agents and/or landlords in relation to proposed Market Rent increases and administer Market Rent Increases for leasehold tenants.
- Contribute as required to meet key performance indicators for turnaround of vacant and void properties.
- Represent Wentworth in the NSW Civil and Administrative Tribunal (NCAT) where required
- Liaise with relevant other Wentworth staff to ensure that tenancy services are delivered appropriately and in a coordinated manner to achieve an efficient, effective and holistic service delivery approach.
- Respond to telephone, written, email and face-to-face enquiries requiring a Client Services Officer.
- Attend and represent Wentworth at meetings as required.

Arrears Management

- Review reports on rental arrears and determine remedial actions
- Review reports on non-rental arrears and determine appropriate action
- Represent Wentworth at NCAT as required
- Refer complex matters for discussion with the Team Leader
- Meet key performance benchmarks for the management of arrears

Breach of Tenancy Issues (not rental or non-rent arrears)

- Address issues relating to breaches of tenancy agreements to achieve resolution
- Address neighbourhood complaints relating to Wentworth clients to achieve resolution
- Liaise with Real Estate Agent and/or landlord in relation to breaches of tenancy (neighbourhood complaints) to achieve resolution
- Represent Wentworth at NCAT as required
- Refer complex matters to Client Service Officer Specialist after discussion with the Team Leader

Partnership Management

- Maintain knowledge and working relationships with other community services and refer tenants to other services where necessary.
- Manage and maintain effective partnerships with identified support agencies.
- Together with the Team Leader, develop new support partnerships to achieve beneficial client outcomes.
- Ensure Service Level Agreements are in place and kept up to date.
- Report to the Team Leader on the performance of support partnerships and any identified or emerging issues.

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Administration

- With the Team Leader, develop an annual individual performance plan with identified goals, strategies for achieving goals, expected outcomes, timeframes and performance measures
- Provide to the Team Leader reports on tenancy management performance and other tenancy issues as may be required
- Work as an effective team member
- Undertake other duties as directed

Behavioural Expectations (to form part of performance review process)

Accountabilities	Tasks
Organisational Awareness	<ul style="list-style-type: none"> • Be aware of the Wentworth organisational goals and objectives and contribute positively to their attainment • Work within the organisational policies at all times
Responsive and Client Focused	<ul style="list-style-type: none"> • Work to timelines for response to clients.
Quality Improvement	<ul style="list-style-type: none"> • Work to continually improve own performance
Self Development	<ul style="list-style-type: none"> • Understand own development needs, recognise and create opportunities to improve performance
Team Work/ Collaboration	<ul style="list-style-type: none"> • Work effectively with others to achieve mutual aims and to identify and resolve problems
Communication	<ul style="list-style-type: none"> • Gather relevant information through effective questioning • Express information and ideas appropriately • Read/review relevant documents prior to meetings • Participate at meetings and committees
EEO	<ul style="list-style-type: none"> • Commitment to all EEO principles
Safe Practice and Environment	<ul style="list-style-type: none"> • Understand responsibilities under OH&S legislation • Identify actual/potential workplace hazards and take corrective action / or report to Team Leader / Manager
People Focused Environment	<ul style="list-style-type: none"> • Set the highest standards of performance for self and others in meeting the needs of internal and external customers
Integrated and internal processes	<ul style="list-style-type: none"> • Communicate effectively with tenants and stakeholders • Improve housing outcomes and safety • Utilise evidence-based practices in service planning and delivery
Community partnerships and tenants	<ul style="list-style-type: none"> • Work to improve access and housing outcomes • Contribute to providing a quality housing experience • Inform and involve communities • Develop effective partnerships with relevant groups
Sustainability	<ul style="list-style-type: none"> • Reduce personal / team carbon footprint through considered management / usage of paper, water, electricity and non renewable resources

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WORKING RELATIONSHIPS

Internal

- General Manager Client Services
- Divisional Manager Housing Services
- Team Leader Penrith
- Divisional Manager Asset Services
- Asset Officers
- Specialist Client Service Officers
- Administration support staff
- All staff of Wentworth

External

- Tenants
- Potential tenants and applicants
- Landlords and potential landlords
- Real estate agents
- Local community service providers and agencies
- Stakeholders of Wentworth, e.g. neighbours of tenants
- Housing NSW staff and staff of other local community housing providers

POSITION DIMENSIONS

- Receives general direction from the Divisional Manager Housing Services
 - Receives specific direction from the Team Leader for relevant policies and procedures
 - Operates within Wentworth philosophies, objectives, policies and procedures and the Code of Practice for the Sector
 - Works within the law and conducts themselves in a professional and ethical way
 - Able to act on arrears matters up to \$1,500, and on matters over this amount with approval from the Team Leader
 - Able to represent Wentworth at NCAT on matters which are not disputed, and on other more complex matters with approval of Senior Client Service Officer
 - Able to act on Wentworth's behalf to negotiate and solve conflicts or complaints in Wentworth neighbourhoods where parties are non-aggressive
 - Referral of housing matters not within position dimensions to Team Leader
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PERSON SPECIFICATION

Education and Training

- Qualifications and training in a relevant field

Knowledge and Experience

- Demonstrated experience in the social housing sector and/or providing community sector services
- Understanding of housing issues facing people with particular needs
- Knowledge of policy and legislation applying to social housing
- Experience in housing management

Ability and Skills

- Demonstrated high level skills in listening, interviewing, negotiating, resolving conflict and mediation
- Demonstrated high level written communication skills, including the accurate recording of facts and evidence
- Demonstrated ability in solving problems and dealing effectively in difficult and demanding circumstances
- Ability to relate to people from diverse backgrounds
- Ability to work effectively as part of team
- Willingness and a commitment to operate collaboratively with all internal staff to achieve the aims of Wentworth
- Computer literacy
- Attention to detail

I have read and I understand the Position Description and I agree to abide by and to implement these duties.

Signed:

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Name:

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Position:

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Date:

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