



POSITION DESCRIPTION

POSITION DETAILS

Title	Tenancy Officer
Position Number	PD081
FTE & Duration	Part Time (approx. 27.5 hours per week) Ongoing Monday-Friday 9am-3pm Negotiable
Classification	Level 3
Qualification	Certificate IV in Social Housing, Property Services or Business Administration or a related field (desirable but not essential)
Reports to	Manager Corporate Services
Location	118-124 Pine Avenue, Mildura
Approved By	CEO

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au

ABOUT US

Purpose: To empower our community to be free from homelessness, abuse, poverty, and disadvantage.

Vision: Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

OUR VALUES

CONNECTED: We nurture trusting, collaborative, and inclusive relationships.

ACCOUNTABLE: We employ authentic, competent, evidence-based practice.

RESPONSIVE: We demonstrate kind, flexible, timely, and personalised care.

EMPOWERING: We cultivate a strengths-based and enabling environment.

SAFE: We embrace a culturally safe, trauma informed, and dependable ethos.

POSITION OVERVIEW

As the Tenancy Officer, you will provide essential support across a range of functions, ensuring our organisation operates smoothly and professionally. You will excel in delivering top-notch tenancy and general administration support, assisting with various aspects of property management and tenant relations.

Your responsibilities will include coordinating property inspections, managing rental agreements, and addressing tenant inquiries and concerns. Additionally, you will support the management of statutory reporting and compliance requirements, contributing to our operational efficiency.

Attention to detail, and commitment to professionalism will be highly valued and impactful in this role. A strong organisational skill set, excellent communication abilities, and a solid understanding of property management and tenancy functions will contribute to your success.

KEY RESULT AREAS

The Tenancy Officer is responsible for the following Key Result Areas:

SAFETY – Proactively demonstrate a commitment to WHS, putting the safety of your team, co-workers, visitors, clients, and yourself first every time.

PEOPLE – Contribute to the success of MASP through collaboration, high performance and working with respect.

FINANCIAL – Ensure tenancy operations are cost effective, within budget, and are in accordance with the requirements of their Tenancy Agreement.

OPERATIONAL – Provide oversight and support to tenants and the organisation to ensure housing services and administrative support functions and provided to a high standard.

CLIENTS – Work within a client centred environment, ensuring a respectful and informative service is provided to tenants, clients and visitors.

CONTINUOUS IMPROVEMENT – Foster, implement and demonstrate a commitment to continuous improvement including reviewing work and looking for ways to improve the tenant experience and all operational efficiencies.

KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. Coordinate the tenancy functions of MASP's social housing portfolio including, but not limited to:
 - Conducting routine inspections and associated condition reports.
 - Responding to tenant enquiries, maintenance requests and complaints.

- Facilitating new tenancy sign-ups, ensuring tenants understand their rights and obligations.
 - Represent MASP at VCAT hearings relating to our tenancies.
 - Ensuring MASP complies with obligations under the Residential Tenancy Act 1997 and Victorian Housing Registrar requirements.
 - Coordination of both internal and statutory reporting requirements.
2. Assist with the coordination of general maintenance requirements for both MASPs corporate facilities and social housing properties.
 3. Provide general administration support across various teams as and when required.
 4. Provide reception coverage and support as required in Corporate Services team.

Some out of hours / weekend work may be required.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for all aspects of service delivery.

KEY SELECTION CRITERIA

Essential role-specific skills, knowledge and experience

1. Considerable experience in administration and the delivery of tenant and housing services to vulnerable people.
2. Well-developed interpersonal skills together with written and verbal communication skills with a high level of customer service in an administrative environment
3. Ability to partner and work collaboratively across MASP to ensure a positive tenant experience.
4. Elevate level of numerical, analytical skills and attention to detail.
5. Demonstrated judgement, to make sound decisions based on business needs, taking action to ensure results meet organisation expectations and measures.
6. Experience in providing reception and general administration support for a diverse range of programs or services.
7. Demonstrated experience in providing a professional, friendly and welcoming customer experience.

Highly desirable role-specific skills, knowledge and experience

8. Experience in a not for profit / charitable organisation.
9. Knowledge and understanding of the legislative framework relevant to social housing.
10. Certificate IV in Social Housing, Certificate IV in Property Services or Certificate IV in Business Administration or a related field

CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- Having zero tolerance for child abuse
- Actively working to listen to empower children
- Having systems in place to protect children from abuse
- Taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures
- Promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

OTHER REQUIREMENTS

All employment is in accordance with Mallee Accommodation & Support Program Ltd's most current Enterprise Agreement and the Social, Community, Home Care and Disability Services Industry Award 2010.

Employees must comply with MASP Policies and Procedures.

Employment with MASP is contingent upon all employees holding the following at the time of commencement:

- Satisfactory Police Check
- Satisfactory Working with Children Check
- Satisfactory NDIS Worker Screening Clearance
- Driver Licence

It is the responsibility of the employee to maintain these checks for the duration of their employment and to the satisfaction of MASP.

Depending upon the role, employment with MASP may also be contingent upon the employee holding the following at the time of commencement:

- Satisfactory completion of a Fit for Work Assessment

New employees are subject to a satisfactory six-month probationary period.

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position.