

## Introduction

NECSG receives recurrent funding from Queensland Government for:

- Zillmere Community Centre (ZCC)
- Zillmere Family Accommodation Program (ZFAP)
- Zillmere Young Peoples Support Service (ZYPSS)

## Mission Statement

To provide innovative service delivery which reflects the changing needs of the community through:

- Inclusive and culturally appropriate processes
- Quality support programs
- Lobbying and advocacy on behalf of Centre members and groups
- Community participation
- Collaboration with Government and Non-Government organizations

### 1. **Position Description:** Property & Tenancy Officer (ZFAP)

2. **Primary Purpose of Position:** The Position assists the Program Coordinator within the Zillmere Family Accommodation Program (ZFAP) to carry out property and tenancy management tasks with the additional aim to skill clients in ways of maintaining and sustaining their tenancies through the provision of education

3. **Responsible to:** The Position reports directly to the Program Coordinator (ZFAP).

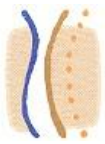
4. **Remuneration:** Social, Community, Home Care and Disability Services Industry Award 2010 Level 4 with optional Salary Sacrifice Packaging.

5. **Hours:** Part-time 30 hours per week and 6 hours per day, and subject to funding variations.

### 6. **Duties**

#### 6.01. **Service Delivery**

- 6.01.01. To be aware of and exercise an approved Code of Ethics, which is relevant to Social Service Practice, and based on principles of Social Justice.
- 6.01.02. To act at all times in a professional manner being conscious of the rights of service consumers to receive services based on the principles of Social Justice.
- 6.01.03. To be aware of, and work within, all current policies and procedures of NECSG and Government Legislation in relation to human service delivery and funding guidelines.
- 6.01.04. To be aware that work practices are in line with NECSG policies, procedures and professional welfare practice standards.
- 6.01.05. To assist the Program staff in the implementation of some aspects of service delivery in the Zillmere Family Accommodation Program, including:
- 6.01.05.01. Provide tenancy education to clients.
- 6.01.05.02. Assist with exit preparation and transport.



**6.01.06. Property & Tenancy Management:**

- 6.01.06.01. To calculate rent amount using the Qld Department of Housing & Public Works "Rent Calculator".
- 6.01.06.02. To establish successful tenancies and finalise tenancies in accordance with the RTA.
- 6.01.06.03. To undertake sign ups and ensure that tenants are aware of their rights and responsibilities related to their tenancy.
- 6.01.06.04. To create productive/effective working relations with tenants who have complex needs, including conflict resolution, negotiation and mediation around tenancy matters.
- 6.01.06.05. To prepare notices following RTA and Qld Department of Housing and Public Works guidelines regarding rent arrears, damage to properties and other breaches by tenants.
- 6.01.06.06. To assist in the receiving and recording of rent monies.
- 6.01.06.07. To assist the Program Coordinator by maintaining procedures to ensure that all ZFAP tenancies are managed in accordance with RTA provisions and requirements, and Federal & state program guidelines.
- 6.01.06.08. To carry out regular property inspections. To carry out entry and exit condition inspections.
- 6.01.06.09. To arrange repairs and maintenance according to Head Lease and Sub Lease provisions and requirements.
- 6.01.06.10. To establish positive working relationships with Real Estate Agents, private housing owners and the Department of Housing and Public Works for the purpose of acquiring and maintaining housing stock.
- 6.01.06.11. To develop and maintain up-to-date information on RTA procedures, processes and tenancy issues, and share these with tenants and other staff

**6.02. Staff Management: N/A**

**6.03. Other Duties**

- 6.03.01. Represent NECSG, and the Program to Government, Community Agencies and the wider community.
- 6.03.02. Participate in staff and team meetings and work collaboratively as a team member of NECSG.
- 6.03.03. Assist the Program Coordinator to apply for grants
- 6.03.04. Undertake general administration tasks including managing household donations
- 6.03.05. Undertake any other duties related to the position as may be determined by the Program Coordinator, Team Leader or Management Committee