



ABORIGINAL COMMUNITY HOUSING LIMITED GROUP OF COMPANIES

Remote Tenancy Officers x2 - Kununurra / Kalgoorlie

Aboriginal Community Housing Ltd.

Job description

About Us

Aboriginal Community Housing Limited (ACHL) plays a vital role in addressing housing needs within Aboriginal and Torres Strait Islander communities across Australia.

As a national Tier 1 Aboriginal community housing organisation, ACHL focuses on providing culturally appropriate property and tenancy management services, which means we are dedicated to creating housing solutions that are not only practical but also respectful of the cultural, social, and historical contexts of the people we support.

Summary

We are seeking 2 x Remote Tenancy Officers to identify, assess and deliver new housing developments and redevelopment opportunities that support ACHL's strategic direction and growth strategy. With 1 position located in Kununurra and 1 position located in Kalgoorlie both roles will be reporting to the WA Housing Manager, this role will work closely with key stakeholders to develop quality project outcomes, strengthen portfolio growth opportunities and contribute to ACHL's vision, values and goals.

The role requires a balanced, positive and safety-focused approach to leadership, with a commitment to culturally safe practice and improving housing outcomes for Aboriginal and Torres Strait Islander people.

Responsibilities:

- Ensure the timely, accurate, and efficient operation of ACHL rental collection and arrears recovery systems
- Conduct condition reports, tenancy sign up, entry procedures, lease and rent reviews, and exit procedures
- Liaise with Asset Management Unit within the Department of Housing and Works in relation to tenanted and vacated property maintenance

- Maintain administrative tasks to ACHL standards, such as reporting, complaints, compliance, quality and accountability requirements
- Maintain accurate property and tenancy data in all required systems
- Represent ACHL at Tribunal
- Maintain customer focus by ~
- Providing information and advice to tenants to assist in the sustainability of the tenancy
- Ensuring fair and transparent property allocation processes
- Work closely with government department, clients, support agencies and relevant ACHL departments
- Providing appropriate support to wider team and organisation
- Contribute to continuous improvement by optimising approaches to strategic portfolio management, growth opportunities and capital project delivery, while providing additional support to the wider team and organisation as required.

About You

You are an experienced property, housing or project development professional with strong commercial judgement, high-level conceptual and problem-solving skills and the ability to turn strategic growth opportunities into quality project outcomes.

You are a confident communicator who builds effective relationships across government, not-for-profit, private sector, internal teams and community stakeholders.

You are committed to ACHL's values, culturally safe practice, ethical leadership and the right of every person to good quality housing.

Essential Criteria:

- Minimum 1-2 years' experience in a similar role within community housing sector
- Relevant tertiary qualifications or a related discipline is highly desirable.
- Strong communication skills.
- Ability to work within all internal departments.
- Demonstrated ability to foster strategic partnerships across government, not-for-profit and private sectors.
- Commitment to First Nations outcomes through culturally safe, respectful and inclusive practice.

- Commitment to ACHL's values, ethical behaviour, accountability, stewardship, resilience, continuous improvement and results-focused delivery.
- Commitment to the right of every person to good quality housing.
- Satisfactory Police Check and Working with Children Check.
- Hold a current open car licence.
- As an equal opportunity employer, ACHL works closely with people from a diverse range of backgrounds. ACHL acknowledges the traditional Aboriginal owners of country throughout Australia, and we pay our respects to them, their culture and their Elders past and present.

We welcome applications from Aboriginal and Torres Strait Islander peoples and people from diverse backgrounds who are committed to improving housing outcomes for Aboriginal communities.

How to apply

Thank you for your interest in joining Aboriginal Community Housing Limited (ACHL).

To apply for this position, please submit the following:

- A current resume (CV).
- A cover letter addressing the key selection criteria and outlining your skills, experience, and suitability for the role.
- Include examples of your experience working with Aboriginal communities, tenancy management, stakeholder engagement, and delivering culturally safe and person-centred services where relevant.

Please submit your application to:

Ali Hattersley - National Operations Manager via the form below.

Applications will be assessed as they are received. Early applications are encouraged.