



ABORIGINAL COMMUNITY HOUSING LIMITED
GROUP OF COMPANIES

Senior Housing Officer - Aboriginal Community Housing Victoria Limited

Aboriginal Community Housing Ltd.

Job description

Summary:

The Senior Housing Officer plays a crucial role in managing and overseeing housing services within the property and housing sector in Melbourne, Victoria. This position is essential for ensuring that housing policies are effectively implemented and that residents receive the support they need. The Senior Housing Officer will work closely with various stakeholders to enhance community living standards and promote sustainable housing solutions.

Responsibilities:

Lead the delivery of high-quality tenancy management services by ~

- Overseeing the timely, accurate and effective operation of ACHL rental collection and arrears management processes, including proactive identification and resolution of emerging risks
- Coordinating and quality-assuring condition reports, tenancy sign-ups, entry procedures, lease and rent reviews, and exit processes to ensure compliance, consistency and positive tenant outcomes
- Working collaboratively with the Asset Management Unit to prioritise, monitor and resolve tenanted and vacated property maintenance matters, supporting safe, sustainable and well-maintained housing
- Leading financial, administrative and governance-related tenancy activities in line with ACHL standards, including reporting, complaints management, compliance, quality assurance and accountability requirements
- Maintaining, reviewing and improving the accuracy and integrity of property and tenancy data across required systems to support informed decision-making and reporting

- Representing ACHL in Tribunal matters with sound preparation, professional judgement and a strong understanding of tenancy legislation, organisational policy and tenant circumstances
- Champion a strong customer and community focus by ~
- Providing informed advice, guidance and early intervention support to tenants to strengthen tenancy sustainability and promote positive housing outcomes
- Promoting and monitoring fair, transparent and culturally appropriate property allocation processes that align with policy, need and organisational priorities
- Building collaborative working relationships with government departments, clients, support agencies and relevant ACHL teams to coordinate effective responses to complex tenant and community needs
- Providing senior practice support to the wider team and organisation through mentoring, knowledge sharing, problem solving and contribution to continuous service improvement.

Qualifications:

- Experience in Community Housing Sector
- Commitment to the right of every person to good quality housing
- Ability to mentor others, share practice knowledge and contribute to continuous improvement across tenancy and customer service functions
- Demonstrated ability to manage competing priorities, maintain accurate records, prepare reports and make sound decisions within a regulated service environment
- Bachelor's degree in Housing Management, Social Work, or a related field.
- Minimum of 3 years' experience in housing management or a related area.
- Strong understanding of housing legislation and policies in Australia.
- Excellent communication and interpersonal skills, with the ability to engage effectively with diverse communities.
- Proficient in using housing management software and Microsoft Office Suite.
- Strong problem-solving skills and the ability to work independently and as part of a team.

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 Victoria Limited (ACHVL).

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 via the form below.

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