

POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Position Number: P09076

Division: Housing Assistance

Classification: Administration Services Officer Class 5 (ASO5)

Business Unit: Client Services Branch

Location: Belconnen

Position Title: Housing Manager

Last Reviewed: August 2025

DIRECTORATE OVERVIEW

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

Housing Assistance is responsible for the provision and management of public housing services in the Territory, in addition to homelessness services, community housing, housing policy and asset management. With an aim to be an innovative and effective social housing provider and responsive to the needs of its clients while fostering a safe strong and cohesive community.

Housing Assistance is committed to excellence and the highest ethical standards in dealing with clients and stakeholders. The principles most highly valued by the organisation are collaboration and teamwork, customer service, problem solving, empathy, innovation, professionalism and leadership.

BUSINESS UNIT OVERVIEW

The Tenant Experience Section, within the Client Services Branch, is responsible for the management of more than 11,000 public housing tenancies and for providing advice and support to public housing tenants and stakeholders on diverse and often complex issues. Tenant Experience provides support through

engagement and coordinates support services to ensure long-term housing solutions and sustainable tenancies; manages neighbourhood disputes and identifies and delivers service improvements.

Tenant Experience is responsible for monitoring property conditions on behalf of Housing Assistance and advising on asset maintenance issues.

The business unit provides a differentiated model of service delivery aimed at providing an optimal service response to the needs of public housing tenants, and through the Housing Manager role, provides the organisations primary client service interface with the community. Tenant Experience is committed to providing a safe, productive, and rewarding place of work for all employees.

POSITION OVERVIEW

Housing Managers are responsible for the effective and efficient management of tenancies within their portfolio of properties. The role is responsible for engaging with tenants out in the field, within neighbourhoods and within properties. The core functions of the Housing Manager role are to ensure tenants can adhere to their tenancy agreements through the payment of timely rent, keep the property in good condition and contribute to the stability and cohesion of the surrounding neighbourhood. Consistent online and phone communication and engagement is also a key requirement of the role.

Housing Managers manage properties in accordance with the Residential Tenancies Act 1997 and the Housing Commissioners Standard Terms, Attachment A. This includes conducting routine property inspections, management of debt owed to the Commissioner and client service visits to monitor property conditions and engage with the tenants to ensure that their tenancy is sustained. Housing Assistance tenancy managers support tenants through the Public Rental Housing Assistance Program 2023 in relation to affordability and eligibility criteria.

WHAT YOU WILL DO

Housing Managers manage a portfolio of tenancies with and are experienced and active in engaging identified and relevant community-based organisations and government agencies to assist vulnerable clients to access wider support where required with a view to stabilise and sustain their tenancies in the long term.

The following job tasks and outcomes outline what you will do and achieve in the role under general direction:

- Delivery of high-quality customer service and targeted tenancy support.
- Extensive outreach and field work to conduct client visits in tenanted properties to ensure property standards are being upheld and provide maintenance support.
- Upskilling and mentoring of team members with a view to embedding best practice.
- Assessment of complex client needs and development of actionable strategies to sustain tenancies, match housing and wrap-around services.
- Field work to conduct client visits, ensure property standards are being upheld and provide maintenance support.
 - Respond to written and verbal complaints, plans communication strategies and effective operational communications.

- Represent Housing Assistance at various forums, advocate for complex clients and maintain collaborative internal and external relationships.
- Develop ideas for service improvement and operational change.
- Prepare, monitor, and track documentation.
- Manages and tracks files, analyse and interpret data, prepares accurate reports.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. High-level organisational skills, including a demonstrated ability to monitor and track data and information and instigate actions to remedy where necessary. This includes the ability to achieve operational KPIs.
2. Experience and excellence in the delivery of high-quality customer service in both outreach and office-based settings.
3. Ability to develop an understanding of relevant legislation, policies and procedures and the ability to apply these effectively in the workplace.

Behavioural Capabilities

4. Demonstrated commitment to work in accordance with, and uphold the ACT Government Respect, Equity and Diversity Framework, the Directorate's Work Health and Safety system and staff development and training.
5. High-level organisational skills, including a demonstrated ability to effectively prioritise work, meet deadlines and to work both independently and cooperatively in a team environment.
6. Well-developed interpersonal, communication (oral and written), negotiation, representation skills and the ability to prepare complex reports, case notes and correspondence.

Compliance Requirements / Qualifications

- Relevant tertiary qualifications in Leadership, Management, Social Work, Community Development or a related field are desirable but not essential.
- As this role is likely to work with Aboriginal and Torres Strait Islander families and young people, cultural awareness, the capacity to work with Aboriginal and Torres Strait Islander people is highly desirable.
- Driver's license is essential.
- Prior to commencing in this role, a current registration issued under the Working with Vulnerable People (Background Checking) Act 2011 will be required. For further information on Working with Vulnerable People registration refer to:
https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of an ASO5 Housing Manager and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Occasionally
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never

Reaching	Occasionally
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Frequently
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Frequently