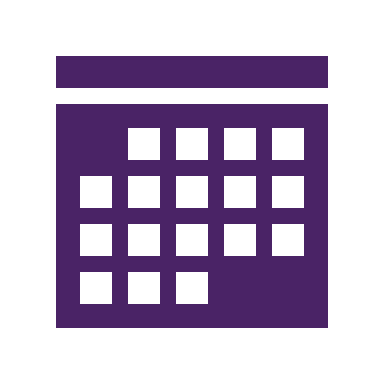
## Housing Officer (AO3),Housing Service Centre

## Department of Housing, Local Government, Planning and Public Works



Role type

Fixed term temporary, Flexible full-time

Annual salary

$72,032 - $79,937 p.a.

(*Based on a full-time, annual arrangement which does not include employer superannuation contributions of up to 12.75% and annual leave loading)*

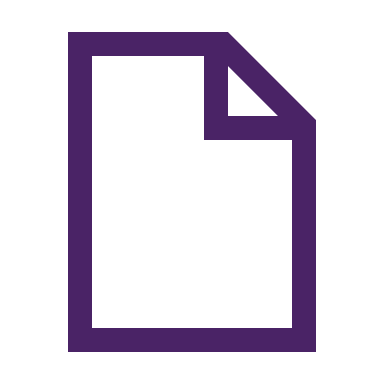
Division

Housing and Homelessness Services



Location

Bayside (Capalaba), Bundaberg, Buranda, Cairns, Chermside, Emerald, Fortitude Valley, Gladstone, Gold Coast (Robina), Inala, Ipswich, Logan (Woodridge), Mackay, Maroochydore, Maryborough, Moreton Bay (Caboolture), Mount Isa, Rockhampton, Toowoomba, Townsville.



Job ad reference

QLD/542083/24

Closing date

Ongoing

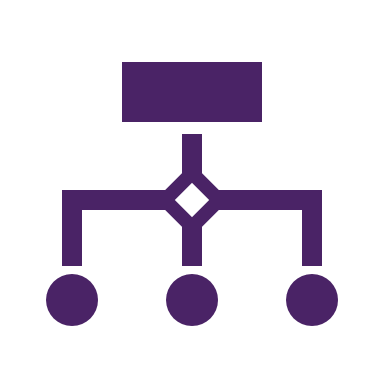
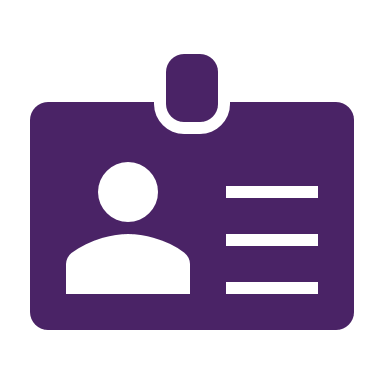
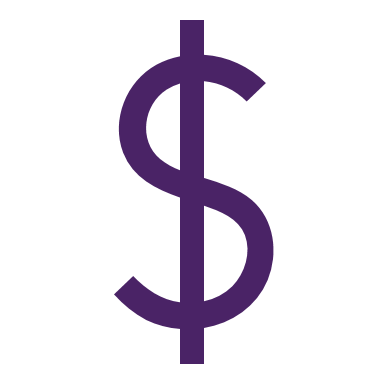
Working relationships

Reports to: Customer Service Manager or Senior Housing Officer

Contact

Name: Toni Spry

Ph: 07 3007 4959



# About the Department

As a valued employee in the Department of Housing, Local Government, Planning and Public Works, you will play a vital role in delivering a range of services that make a real difference to the lives of Queenslanders.

Your role will support the department to provide housing assistance, homelessness support services, local government support and advice, state and regional planning, public works building and design and industry regulatory reform.

You will work in an organisation that is focussed on reframing the department’s relationship with Aboriginal and Torres Strait Islander peoples, communities, and organisations through the Path to Treaty, Closing the Gap and building our cultural capability.

Find out more about us, and what we do on our website [www.housing.qld.gov.au](http://www.housing.qld.gov.au).

# What we offer

As an employee, you will have access to generous leave entitlements, flexible work options and health and wellbeing programs for a balanced life.

With generous salary packaging and access to a range of learning and development opportunities you will be able to grow and develop your career.

We are committed to a culture that promotes human rights where people feel safe, respected, valued and engaged.

We are proud to be a White Ribbon Accredited Workplace that promotes respectful relationships and gender equality and demonstrates a zero tolerance for aggression and violence.

The Department of Housing, Local Government, Planning and Public Works is passionate about providing equality of employment opportunities and embracing diversity to the benefit of all. We actively encourage applications from people with diverse backgrounds.

# The role

We are looking to find the person best suited for the role and will be considering your knowledge, skills, experience, potential for development and future contribution to the department as well as your personal qualities and how they contribute to building a diverse workforce that reflects the Queensland community.

You will provide a broad range of applicant, tenancy and property management services and advice to customers, advocates and other stakeholders.

You will provide a high quality, person-centred social housing and housing assistance service to diverse customers experiencing complex and challenging housing, and whole of life issues in person over the front counter, digitally, by telephone, correspondence, in the field and through outreach services in the community.

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| How to apply You can apply for this role by providing your current resume and completed questionnaire via the Smart jobs and careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au).  If you experience any difficulties submitting your application:   * Prior to closing – contact 13 QGOV (13 74 68) * After closing – contact the person on this role description.  Pre-employment checks Pre-employment checks will occur prior to any offer of employment being made. Checks may include:   * referee check * criminal history check * serious discipline history declaration * proof of eligibility for appointment to the Queensland public sector * Working with children (Blue card) * proof that mandatory requirements have been met.  Further information  * Further information about the Department of Housing and the recruitment and selection process can be found in the accompanying Applicant Guide. * Applications will remain current for a period of up to 12 months after the closing date of the vacancy and may be considered for other identical or similar vacancies which may be available. * Field work is a regular requirement of this role. Conditions in the field are changeable and can be volatile, requiring varying degrees of vigilance and management of risk. |

# What you will be doing

* Work collaboratively to respond to customers, undertake customer interviews, make referrals to support service agencies, assess new housing and bond loan applications and rental grants.
* Manage tenancy arrangements, allocations and vacancies, liaising with the community and other housing providers and ensure departmental compliance.
* Conduct home visits to properties and investigate and facilitate the resolution of any tenancy disputes and complaints as well as manage the maintenance of properties and conduction property inspections.
* Monitor and manage outstanding arrears, rent assessments, pay deductions and refunds and actioning sundry debts and collections as required.
* Use Microsoft products and other IT systems to maintain accurate customer and property records and file notes with a high level of accuracy and work output.
* Support and help maintain a workplace safety culture by ensuring that all policies and practices concerning Workplace Health and Safety are applied and a part of day-to-day operations.

# What we are looking for

* Manage new and unexpected events and demonstrate judgement about when to escalate issues.
* Proactively engage across government and with providers to deliver holistic responses for vulnerable customers which are person-centred in approach.
* Embrace new challenges and show resilience during times of change and uncertainty.
* Demonstrate strong skills, knowledge and expertise in service delivery with a focus on teamwork and providing person-centred solutions.
* Model professional, ethical and culturally sensitive behaviour and consistently apply those standards to yourself and others.

#### Mandatory requirements

* Class C Driver’s License

#### Leadership competencies

It is recognised that everyone is a leader regardless of classification level. Refer to the Individual Contributor stream of the [Leadership competencies for Queensland](https://www.forgov.qld.gov.au/leadership-competencies-queensland) framework to understand the expectations for this role.