

POSITION DESCRIPTION

POSITION DETAILS

Title	Corporate Support & Tenancy Officer
Position Number	AD 13
Classification FTE & Duration	FTE 1.0., Ongoing
Reports to	Director of Corporate Services
Direct Reports	n/a
Location	118-124 Pine Avenue, Mildura
Approved By	CEO

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au.

POSITION OVERVIEW

The Corporate Support & Tenancy Officer is responsible for the following Key Result Areas:

SAFETY - Proactively demonstrate a commitment to WHS, putting the safety of your team, co-workers, visitors, clients, and yourself first every time.

PEOPLE – Contribute to the success of MASP through collaboration, high performance and working with respect.

FINANCIAL – Ensure fleet and tenancy management operations are cost effective and within budget, tenants pay their rent on time, manage their rent arrears if applicable and maintain their home in accordance with the requirements of their Tenancy Agreement.

OPERATIONAL – Tenants are provided with the support they require to manage their tenancies and that the operations of tenant and housing services are efficient and effective and provide administrative support to the corporate services team.

CONTINUOUS IMPROVEMENT – Foster, implement and demonstrate a commitment to continuous improvement including reviewing work and looking for ways to improve the tenant experience and all operational efficiencies.

KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. Coordination of MASPs Corporate Information Management system and processes (including document control and location file audits as appropriate)
2. Coordination of MASPs organisational fleet
3. Effectively support the tenancy functions of MASPs social and affordable housing portfolio including, but not limited to:
 - Conducting routine inspections and associated condition reports;
 - Responding to tenant enquiries, maintenance requests and complaints;
 - Facilitating new tenancy sign-ups, ensuring tenants understand their rights and obligations;
 - Ensuring MASP complies with obligations under the Residential Tenancies Act 1997 and Victorian Housing Registrar requirements; and
 - Coordination of both internal and statutory reporting requirements.
4. Effectively supply the coordination of MASPs Insurance Portfolios including claims management
5. Effectively support the daily management of MASPs corporate facilities
6. Provide administrative support to the Corporate Services team and other teams when required
7. Support the Receptionist/Administrative Support Worker with the delivery of well presented, safe, child-friendly, and comfortable reception environment

The position is full time and some out of hours / weekend work may be required.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for **all** aspects of service delivery.

ABOUT US

Purpose: To empower our community to be free from homelessness, abuse, poverty, and disadvantage.

Vision: Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

OUR VALUES

CONNECTED: We nurture trusting, collaborative, and inclusive relationships.

ACCOUNTABLE: We employ authentic, competent, evidence-based practice.

RESPONSIVE: We demonstrate kind, flexible, timely, and personalised care.

EMPOWERING: We cultivate a strengths-based and enabling environment.

SAFE: We embrace a culturally safe, trauma informed, and dependable ethos.

PERSONAL ATTRIBUTES (KEY SELECTION CRITERIA)

Essential Role Specific Skills, knowledge, and experience
Considerable experience in corporate administration and the delivery of tenant and housing services to vulnerable people.
Great oral and written communication skills, being able to connect and work with a broad range of tenants, families, and support networks
Able to partner and work collaboratively across MASP to ensure a positive tenant experience
Commitment to customer service and supporting tenants
Adept with technology
Elevated level of numerical, analytical skills and attention to detail
Demonstrates judgment, to make sound decisions based on business needs, taking action to ensure results meet organisational expectations and measures.
Positive and focused on getting the work done
Takes an adaptive approach to innovation, looking for ways to continuously improve.
Experience in delivering tenant and housing services to vulnerable people.
Highly Desirable Role Specific Skills, knowledge, and experience
Not For Profit experience is preferred
Certificate IV in Social Housing or Certificate IV in Property Services (Real Estate) or a related field - preferable

CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- having zero tolerance for child abuse
- actively working to listen to empower children
- having systems in place to protect children from abuse
- taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures
- promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

OTHER REQUIREMENTS – New Employees Only

Employment is subject to a satisfactory six-month probationary period.

Employees must comply with MASP Policies and Procedures.

Completion of an Employment Application including pre-employment Disclosure of Pre-existing Injury or Disease and Criminal history.

Police Check & Working with Children Check - Completion of a satisfactory Police check and Working with Children check prior to employment. It is the responsibility of the individual to keep their WWCC current.

All other employment Terms and Condition in accordance with the most current Mallee Accommodation & Support Program Ltd Enterprise Agreement.

INCUMBENTS SIGNATURE

As the incumbent, I have read and understood the responsibilities, competencies and other requirements as detailed in this document.

_____ Date ____/____/____
 Appointee [signature]

.....
 Appointee [print name]