



## Thank you

For your interest in the position of Tenancy Sustainability Officer with CHC. This selection pack will provide you with all the information you will need to complete your application by the **13<sup>th</sup> January 2025** deadline.

## About CHC

CHC is the largest independent not-for-profit community housing provider in the ACT. CHC is a member of the Real Estate Institute (ACT) and has over twenty years' experience in providing quality affordable housing, having self-funded a rental subsidy of over \$38 million since inception, including \$3.4 million in the last financial year. CHC provides a home today to 1300 Canberrans in 466 homes owned and rented at below market rates. We deliver homes for the community in various locations across Canberra and are continuously seeking to grow our impact through increasing our volume of affordable rental properties under management.

## Our Vision

**Our vision is** "safe and secure homes in strong communities" **and our mission is to** "provide affordable homes, principally for rent, to individuals and families."

## About the role

CHC is seeking a highly motivated and organised person to provide a high level of customer service working with tenants around the collection of rental arrears. This unique role will call on your ability to establish and maintain strong relationships with tenants and CHC staff by applying an empathetic approach to tenant interactions. Tasks assigned to this role include, but are not limited to:

- Management of rent and non-rent arrears.
- Respond to phone and email enquiries regarding rent arrears.
- Providing weekly status reports.
- Management and processing of bond refunds.
- Preparing and attending ACAT hearings on behalf of CHC on matters in regard to tenancy arrears and rental bond disputes.
- Identifying and referring support requirements identified for tenants.

CHC is committed to supporting our tenants to successfully maintain safe and secure housing. To succeed, you will need to demonstrate awareness and empathy for people accessing Social and Affordable housing, including



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vulnerable clients from diverse cultural and social backgrounds, while maintaining a focus on recovery of outstanding funds.

## CHC Offering

As a Tenancy sustainability officer (CHC 3), you will be covered by the CHC Enterprise Agreement 2021 – 2025 and entitled to a salary commencing at \$ 76,027.00, plus 11.5% Superannuation per annum.

CHC offers a people focused, family-friendly workplace dedicated to social awareness and responsibility. Ongoing training where individuals are encouraged to better themselves, their workplace and their community. The following benefits are available to all CHC employees:

Free parking

Not-for Profit Salary Packaging available providing a reduction in tax payable.

Health & Wellbeing Program.

Access to continuing professional development.

**Please note:** All positions within CHC are subject to probity checks that could include a Police Records Check and/or a Working with Vulnerable People and Working with Children check.

*It is also a requirement that all CHC staff hold a current unrestricted Driver's licence.*

## How to apply

If you think this is the opportunity for you, please submit your application by completing the application cover sheet found in this pack, providing a statement of claims, not exceeding 1000 words and a copy of your resume. The information you provide will assist us to determine whether your skills, knowledge and experience are the right fit for the position, so be accurate, succinct and show a clear connection with the competencies for this role. There is no requirement to address each competency separately.

Completed applications should be forwarded to [careers@chcaustralia.com.au](mailto:careers@chcaustralia.com.au). If you have any questions regarding the selection process, please contact Fiona Dearden on 02 6183 4383 or via email at [fiona@chcaustralia.com.au](mailto:fiona@chcaustralia.com.au). Further information regarding the specifics of the role can be obtained by contacting **Sallyanne Kelly, Tenancy Manager** on 02 6248 7716 or via email at [sally@chcaustralia.com.au](mailto:sally@chcaustralia.com.au).

Applications Close: 5 pm Friday, 13<sup>th</sup> January 2025



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## Application Cover Sheet

<b>Position Applied for: Tenancy Sustainability Officer – Full Time – 5 days per week</b>	
<b>Classification: CHC 3</b>	<b>Salary: \$76,027.00 + Superannuation</b>

<b>Applicant Details:</b>		
Given name:	Family name:	
Street address:		
Postal address:		
Home Ph:	Work Ph:	Mobile Ph:
E-mail:		



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Do you have a disability that may require reasonable adjustments to our process should you be successful in progressing to interview?	<input type="checkbox"/> No <input type="checkbox"/> Yes
Are you an Australian citizen <b>or</b> have the status of permanent resident in Australia?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Referee 1:</b>  Name: Title: Relationship to Applicant:  Contact Details: Mobile: Work: Email: Length of Working Relationship:	<b>Referee 2:</b>  Name: Title: Relationship to Applicant:  Contact Details: Mobile: Work: Email: Length of Working Relationship:
Where did you hear about the role? (SEEK, Jora, word of mouth, CHC website)	



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## POSITION DESCRIPTION

### Tenancy Sustainability Officer – CHC 3

**Position Status****Full Time, 38 hours****Reports to / Business Unit****Tenancy Manager****Duties:****As the Tenancy Sustainability Officer your duties will include, but are not limited to:**

1. Work with CHC tenants around the collection of rental arrears
2. Collect overdue rent and non-rent from tenants in accordance with organisational procedures.
3. Ability to communicate with tenants about their rent payments and provide advice around various legal obligations
4. Management and processing of bond refunds.
5. Preparing and attending ACAT hearings on behalf of CHC on matters in regard to tenancy arrears and rental bond disputes.
6. Recording data to meet the requirements of various funding bodies
7. Achieve agreed KPI measures
8. Implementation and management of payment plan agreements
9. Continued process improvement and innovation around recovery methods
10. Identify and refer when support requirements for tenants are identified
11. Ability to be empathetic, yet resilient to manage all situations
12. Undertaking other duties as directed

**Competencies:****Aptitude/Experience:**

- Relevant experience and/or qualifications in the field of real estate, debt recovery or similar



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- Demonstrated awareness and empathy for people accessing Social and Affordable housing, including vulnerable clients from diverse cultural and social backgrounds.
- An awareness of, or the ability to gain knowledge of the regulatory and compliance frameworks that CHC works within, particularly the Residential Tenancies Act (1997) and the ACT Civil and Administrative Tribunal (ACAT) regulations.
- Experience in planning, executing reviewing and evaluating project/programs
- Ability to implement a planned schedule of events on time and within allocated budget.
- Hold a current Driver's Licence. (Essential)

**Working Relationships:**

- Proven ability to establish and maintain strong working relationships with staff at all levels of the organisation.
- Proven ability to apply an empathetic approach to interactions with tenants and understand the subtleties that distinguish our organisation.
- Contribute to the development and maintenance of a strong and productive team culture.
- Ability to provide outstanding customer service

**Communication:**

- Well-developed written and oral communication skills.
- Demonstrated ability to communicate with external parties, community members and at all levels within CHC.
- An understanding of and ability to work with culturally diverse customers.

**Organisational Skills:**

- Demonstrated ability to monitor and prioritise own work.
- Demonstrated attention to detail and ability to meet deadlines.
- Contribute to ensuring team completes allocated tasks accurately and in a timely manner.
- Consistently meet expectations of and undertakings to stakeholders.

**Values & Behaviours:**

- Ability to consistently model behaviours and conduct that reflect CHC's Code of Conduct, Values and Behaviours.

*The Position Description does not intend to capture all of an individual's responsibilities but rather to outline the key areas of responsibility.*



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