

Department of Human Services

a career in housing services



The Department of Human Services offers challenging and rewarding jobs that make a difference to the lives of Victorians most in need.

The department's Office of Housing provides affordable and secure housing assistance for low-income people living in Victoria.

As a housing services officer you will join a network of community workers and organisations that share the responsibility for working with vulnerable people to promote and support their wellbeing.

About housing services

The Office of Housing owns approximately 73,600 properties and is the largest landlord in Victoria!

Housing services officers are based in 33 housing offices of varying sizes throughout the state.

Programs and services delivered by the Office of Housing include emergency and transitional accommodation, longer-term public and community managed housing, private rental assistance, homelessness assistance, home ownership assistance, new forms of social housing and related support services.

more choice *professional development*

great prospects *secure employment*

work with great people **responsibility**

socially responsible jobs **appreciation** *team work*

job variety **jobs to suit my lifestyle**

What does the work involve?

You will work as a member of the Housing Advice and Assistance Team or the Tenancy and Property Team, with the support and direction of a team manager and housing services manager.

Housing services officers:

- provide comprehensive information to people on the range of services provided by the Office of Housing and other government or non-government agencies
- identify and assess people's housing needs and make active referrals to support agencies and services
- assess people's eligibility for Office of Housing services
- allocate properties to eligible applicants on the waiting list and conduct comprehensive sign-up interviews
- visit and work with tenants to help solve problems affecting their ability to pay rent or maintain their property
- link tenants to other support service providers/ advocates if required
- participate in community forums as the departmental representative and foster an awareness of community building and sustainability
- ensure maintenance works are carried out
- take matters to the Victorian Civil and Administrative Tribunal if conflict exists between the Office of Housing and a tenant.

Jobs that make a difference

What are we looking for?

Personal and professional attributes

As an ideal candidate you will demonstrate a range of qualities, both personally and professionally, including:

- superior customer service and interpersonal skills
- the ability to be sensitive to housing tenants and their issues
- integrity
- professionalism
- a positive and cooperative approach to teamwork
- initiative
- ability to work under pressure
- skills in operating computer software packages
- data entry and management.

Qualifications

There are no mandatory qualifications required. However, qualifications within the Community Services Training Package are desirable.

What do we offer?

Apart from the opportunity to make a real difference to the lives of Victorians in need, we offer:

- challenging and inspiring work in supportive environments
- an extensive induction program
- a calendar of professional development programs
- regular supervision meetings to maximise work performance and contribute to professional and personal wellbeing
- opportunities to move into management and leadership positions
- career advancement opportunities within the Office of Housing or in other disciplines across the department
- career and lifestyle options in metropolitan or regional locations
- flexible work arrangements and attractive employment benefits.

If you would like to receive this publication in an accessible format, please phone (03) 9096 7614 using the National Relay Service 13 36 77 if required.

Want to know more?

For more information about careers in housing services:

Visit the Department of Human Services careers website:

www.dhs.vic.gov.au/careers

Or the Victorian Government careers website:

www.careers.vic.gov.au

Or contact your nearest regional office and ask for the Housing Manager:

Metropolitan regions:

Eastern Metropolitan	(03) 9843 6000
North and West Metropolitan	(03) 9275 7000
Southern Metropolitan	(03) 9213 2111

Rural regions:

Barwon-South Western	(03) 5226 4540
Gippsland	(03) 5177 2500
Grampians	(03) 5333 6669
Hume	(03) 5722 0555
Loddon Mallee	(03) 5434 5555

Recruitment campaigns are advertised on the department's website, in The Age and Seek.com