

# Private Rental Assistance Broker

## Position Description

### Role Details:

Position Title	Private Rental Assistance Broker
Reporting to	Team Leader
Liaises with internally	All staff
Liaises with externally	Clients, Real Estate Agents, Hume Region Homelessness Network Partner Agencies and other service providers
Purpose of the Position	<p>The Private Rental Assistance Broker will work with people who are experiencing difficulty in accessing private rental housing, due to poor or no rental history, with limited support.</p> <p>They will develop strong partnerships with Real Estate Agents in their local area to work together to reduce entry into the homelessness system.</p> <p>They will also be responsible for encouraging clients to participate in education and employment opportunities to further improve their ability to sustain housing.</p>
Hours	<p>Full time Goulburn</p> <p>Part time (0.5FTE) Ovens Murray</p>
Salary/Rate	Social, Community, Home Care and Disability Services Industry Award – Level 4.
Essential Criteria	<ul style="list-style-type: none"> <li>• Qualifications and/ or experience relevant to the role.</li> <li>• Well-developed communication, advocacy and negotiation skills.</li> <li>• Proven experience in a client focused role with the ability to deliver a high standard of customer service and meet the needs of complex clients.</li> <li>• Highly developed administration skills including the sound application of database management programs and MS Office/Outlook.</li> <li>• Proven ability to manage time effectively, including prioritise tasks and meet deadlines.</li> <li>• Ability to understand, interpret and apply relevant legislation including Privacy, Anti-Discrimination, Equal Opportunity during the course of daily work.</li> <li>• Current drivers licence</li> </ul>
Preferred Criteria	<ul style="list-style-type: none"> <li>• Knowledge of the public, private and community housing sectors.</li> <li>• Sense of humour</li> </ul>

Behaviours Required	<ul style="list-style-type: none"> <li>• Teamwork</li> <li>• Equality, Honesty and Integrity</li> <li>• Self-motivation and flexibility</li> <li>• Client Focus</li> </ul>
Key Performance Indicators	<ul style="list-style-type: none"> <li>• To assist 184 households (Ovens Murray) 245 households (Goulburn) per year by providing financial and practical assistance to establish and maintain tenancies for people who are homeless or at risk of homelessness.</li> <li>• To provide improved access to affordable and appropriate private rental housing for vulnerable households.</li> <li>• Consistently adhere to organisational policies.</li> <li>• Consistently apply relevant legislation to position activities- 100% of the time- including, but not limited to: Information Privacy Act 2000 (Victoria), Privacy Act 1988 (Commonwealth), Health Records Act 2001 (Victoria), Charter of Human Rights and Responsibilities Act 2006 (Victoria).</li> <li>• Administer brokerage funds only in accordance with Private Rental Assistance Brokerage guidelines- including recording data in SHIP and in relevant commitment Sheet (100% of the time)</li> <li>• Maintain accurate and appropriate data, including case notes being input into SHIP within two working days of contact with the client- (100% of the time).</li> <li>• Status updates in SHIP completed for the prior month by the 5th of the following month.</li> <li>• All clients to be provided with a feedback form- 100%</li> </ul>

## Responsibilities

Responsibility	Tasks
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• Work with clients to address factors that are impacting on their ability to enter the private rental market.</li> <li>• Complete quality referrals to assist clients to gain and sustaining their housing</li> <li>• Assist in the establishment of successful tenancies</li> <li>• Provide support to tenancies at risk</li> <li>• Develop a comprehensive understanding of service links and additional supports</li> <li>• Reduce entry into homelessness service system</li> <li>• Provide informed and accurate advice to clients</li> <li>• Refer clients to the Consumer Affairs Victoria advocacy program as required.</li> <li>• Generate within clients an understanding of their rights and responsibilities as tenants</li> <li>• Develop a sound, progressive understanding of the Residential Tenancies Act 1997</li> <li>• Assist clients to participate in decisions that affect their lives</li> <li>• Maintain the strictest confidentiality in all dealings</li> </ul>
<b>Employment and Education Opportunities</b>	<ul style="list-style-type: none"> <li>• Work with clients to identify education and employment opportunities</li> <li>• Refer clients to employment services, education and training as required</li> </ul>
<b>Education and Awareness</b>	<ul style="list-style-type: none"> <li>• Facilitate education and awareness forums with real estate agents, and other interested parties in the local area to promote the program</li> </ul>
<b>Evaluation</b>	<ul style="list-style-type: none"> <li>• Contribute to the development and evaluation of the program</li> <li>• Identify service delivery issues and opportunities</li> </ul>
<b>Participation and Representation</b>	<ul style="list-style-type: none"> <li>• Represent BeyondHousing and the Hume Region Homelessness Network professionally at relevant forums, meetings and community networks</li> <li>• Demonstrate a capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation and the Hume Region Homelessness Network more broadly.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Maintain up-to-date client data and case records</li> <li>• Identify trends and direction through data analysis</li> <li>• Complete administrative requirements associated with job tasks as required</li> </ul>
<b>Contribution to BeyondHousing</b>	<ul style="list-style-type: none"> <li>• Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation</li> <li>• Act in a manner and represent the organisation in a way that is consistent and reflective of the BeyondHousing values</li> <li>• Adhere to human resources policies including anti-discrimination, Code of Conduct, harassment and equal opportunity policies</li> <li>• Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment</li> <li>• Display a positive attitude and be an active member of the team</li> <li>• Treat others with respect</li> <li>• Attend and participate in regular Reflect and Review sessions with your Manager</li> <li>• Attend and contribute at team and all of staff meetings</li> <li>• Follow lawful direction provided by senior members of the team</li> <li>• Abide by relevant legislation including; Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings</li> </ul>

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

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Name

Date

### **Instruction for staff**

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This is a living, breathing document and may change with the needs of the Business. Please keep the Manager informed if you have any changes in the position.

### **Instruction for managers**

1. Provide a copy of the Position Description with the letter of offer.
2. Copy the signed copy of the Position Description and give to the Staff Member.
3. Register the signed Position Description on the Staff File Database.
4. Place the signed copy of the Position Description on the staff file.