

Community Housing Property Manager Position Description

Role Details:

Position Title	Community Housing Property Manager
Reporting to	Team Leader
Liases with internally	All Staff
Liases with externally	Service Providers, Renters, Clients, Real Estate Agents, Maintenance Contractors, Community Housing Organisations, DFFH
Supervises	No direct reports
Purpose of the Position	The Long Term Community Housing Property Manager is primarily responsible for the management of rental properties within the Long Term Community Housing portfolio.
Hours	Full Time
Salary/Rate	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 4
Essential Criteria	<ol style="list-style-type: none"> 1. Qualifications and experience relevant to the role 2. Ability to deliver a high standard of customer service 3. Highly developed administration skills and IT user skills 4. Highly developed communication and negotiation skills 5. Ability to understand, interpret and apply relevant legislation 6. Current Driver's License
Preferred Criteria	<ol style="list-style-type: none"> 1. Knowledge of the public and or private housing sectors

Key Performance Indicators	<ul style="list-style-type: none"> • Vacant properties inspected within 3 business days of becoming vacant • Vacated maintenance raised within 4 business days of a property becoming vacant • 100% of all rent ledgers checked at least once a week and actioned appropriately • All rental ledger arrears statuses kept up to date in the housing system • Compliance with Residential Tenancies Act (RTA) requirements • Adherence to eligibility and allocations policies and procedures • 100% of all rental agreements at risk of eviction referred to Renter Plus or appropriate advocacy/support service • 100% of neighbourhood complaints and issues responded to within 2 business days
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Capability Framework:

Key Area	Detail
Understand the contemporary homelessness context	<ul style="list-style-type: none"> • Knows and applies the standards, rules and commitments under which funded organisations operate • Is aware of available housing and support options for clients • Establishes and maintains professional relationships and networks.
Understand clients and their needs	<ul style="list-style-type: none"> • Understands the structural causes, pathways into, and impacts of homelessness • Understands and responds to the needs of diverse groups • Applies strengths-based approach • Promotes client participation and listens actively • Communicates appropriately and effectively
Determines solutions	<ul style="list-style-type: none"> • Identifies problems and finds solutions • Makes decisions appropriately
Deliver Services	<ul style="list-style-type: none"> • Understands and uses internal systems and processes • Advocates and influences • Is outcomes focused • Is quality focused
Manage Self	<ul style="list-style-type: none"> • Manages time effectively • Is adaptable and flexible • Demonstrates resilience • Demonstrates self-care and awareness of health & wellbeing

Responsibilities:

Key Area	Tasks
<p>Rental Agreements Management</p>	<ul style="list-style-type: none"> • Process applications for long term community housing vacancies • Undertaken Residential Rental Bond lodgments claims • Apply correct rents for new Rental Agreements and gain approval for the amounts • Prepare all documentation for Rental Agreement Sign Ups • Provide ongoing information and assistance to renters • Manage and monitor rental ledgers • Manage arrears and advance amounts and organise repayment agreements with renters • Ensure Rental Agreement exit process is undertaken • Abide by the Residential Tenancies Act & Rooming House Acts • Initiate and attend VCAT hearings • Conduct annual household income and rent reviews
<p>Property Management</p>	<ul style="list-style-type: none"> • Conduct vacancy maintenance inspections • Organise contractors for maintenance and cleaning • Long Term Property Managers - liaise with contractors and owners of managed properties including DFFH • Conduct property inspections as required • Long term Property Managers – work closely and collaboratively with Asset and Maintenance Management team • THM Property Managers - work collaboratively with Department of Human Services Call Centre and Head Contractors • Conduct property market rent reviews as necessary • Respond to and investigate neighbourhood complaints and report issues to Team Leader
<p>Renter and Property Management system</p>	<ul style="list-style-type: none"> • Ensure all renters are registered accurately in the Housing Services database system • Ensure tenant ledgers are accurate and rental agreements contain current information • Create file notes and upload relevant supporting documentation to the system • Ensure property data files within the Housing Services database system are accurate and up to date • Participate in data audits during the year

Reporting	<ul style="list-style-type: none"> • Undertake rental and property data collection and recording as required • Complete monthly rents and arrears reports • Monitor property turnaround times and provide vacancy information as required • Manage property Condition Reports • Assist with annual Housing Services mandatory reporting requirements for funding and regulatory bodies
General and administrative duties	<ul style="list-style-type: none"> • Complete set administrative tasks associated with the role as required • Provide assistance to other Housing Services programs and staff as required • Participate in Reception rosters • Participate in office and team meetings
Networks	<ul style="list-style-type: none"> • Develop professional relationships with a range of service providers • Work collaboratively with business partners • Liaise with support agencies and DFFH departmental staff • Attend relevant stakeholder meetings as required

<p>Broad activities of Beyond Housing</p>	<ul style="list-style-type: none"> • Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation • Act in a manner and represent the organisation in a way that is consistent and reflective of the Beyond Housing values • Adhere to human resources policies including anti-discrimination, Code of Conduct, harassment and equal opportunity policies • Adhere to workplace health and safety policies and proactively contribute to maintaining a safe and clean work environment • Display a positive attitude, treat others with respect and be an active member of the team • Follow lawful directions provided by senior members of the team • Adhere to the Child Safe Standards framework outlined in Policies and Processes, including maintaining a National Police Check and Victorian Working With Children Check. • Abide by relevant legislation, including; Privacy and Confidentiality legislation, and ensure the strictest confidentiality in all dealings
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I hereby understand the requirements of the position and will fulfil the obligations required for the tasks, responsibilities, and needs of the business.

Name

Date

Instructions:

1. Staff should read this Position Description carefully and ask questions if any clarification is needed.
 2. Staff should retain a copy of this Position Description for their own reference and use.
 3. This is a living, breathing document and may change with the needs of the organisation. Staff and Managers should discuss changes in the position as they arise.
 4. Managers must provide a copy of this Position Description with their letter of offer.
 5. Managers must discuss all requirements in this Position Description with their staff member.
 6. A signed copy of this Position Description must be returned to Human Resources.
 7. Human Resources will place a signed copy on the staff member's file.
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