

# Housing Property Manager Position Description

## Role Details:

<b>Position Title</b>	Housing Property Manager
<b>Reporting to</b>	Team Leader Housing
<b>Liaises with internally</b>	All staff
<b>Liaises with externally</b>	Renters and neighbours, clients, support service providers, Department of Families, Fairness and Housing (DFFH), maintenance contractors, real estate agents, and other Community Housing Providers (CHPs).
<b>Supervises</b>	No direct reports.
<b>Purpose of the Position</b>	<i>To deliver client-focused, high-quality, and responsive housing and tenancy management services incorporating Long Term Community Housing (LTCH) and Transitional Housing Management (THM) programs. This includes rent management, property inspections, allocations, property maintenance, and regular reporting, ensuring compliance with legal and contractual obligations as well as organisational policies.</i>
<b>Hours</b>	Part Time
<b>Salary/Rate</b>	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 4
<b>Essential Criteria</b>	<ol style="list-style-type: none"> <li>1. Qualifications and experience relevant to the role.</li> <li>2. Well-developed communication and negotiation skills, with the ability to communicate with a diverse range of people effectively and sensitively, including those with complex needs.</li> <li>3. Highly developed administration skills including proven proficiency in database management and software programs.</li> </ol>

	<ol style="list-style-type: none"> <li>4. Proven experience and commitment to delivering a high standard of customer service.</li> <li>5. Effective time management skills and the ability to manage multiple priorities and meet deadlines.</li> <li>6. Possess a strong work ethic, a willingness to learn, and a compassionate, empathetic approach to others.</li> <li>7. Ability to understand, interpret and apply relevant legislation including the Victorian Residential Tenancies Act (RTA), the Privacy Act, the Anti-Discrimination Act and Equal Opportunity Act.</li> <li>8. Current Driver's License</li> </ol>
<b>Preferred Criteria</b>	<ol style="list-style-type: none"> <li>1. An understanding and / or experience within Community Services and / or Community Housing sectors.</li> <li>2. Firm knowledge of the RTA.</li> <li>3. Knowledge of the public and private housing sectors.</li> <li>4. Understanding of homelessness.</li> <li>5. Familiar with the Victorian Civil and Administrative Tribunal (VCAT).</li> </ol>
<b>Key Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Inspect properties within 3 business days of being vacated.</li> <li>• Vacated Maintenance raised within 4 business days of a property becoming vacant.</li> <li>• 100% of renter information is entered accurately into the Client Management System (CMS).</li> <li>• 100% of all Renter Agreement documentation is completed and provided to the Renter prior to the Renter taking possession of a property.</li> <li>• 100% rent ledgers (both tenanted and vacated) checked a minimum of once a week and statuses updated.</li> <li>• Current Renter arrears KPI to be kept between &lt;1% - 5%.</li> <li>• 100% of routine inspections to be completed within 3 weeks of due date.</li> <li>• 100% of rent reviews completed within 1 month of due date.</li> <li>• 100% of all neighborhood complaints and issues responded to within 14 calendar days as per organisational policies.</li> </ul>

## Capability Framework:

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

## Responsibilities:

Key Area	Tasks
<b>Rental Agreements Management</b>	<ul style="list-style-type: none"> <li>• Process applications for housing vacancies as per the program guidelines</li> <li>• Submit Residential Rental Bond lodgements claim where required</li> <li>• Apply correct rents for new Rental Agreements and gain approval for the amounts</li> <li>• Prepare all documentation for Rental Agreement Sign Ups</li> <li>• Provide ongoing information and assistance to renters</li> <li>• Manage and monitor rental ledgers</li> <li>• Manage arrears and advance amounts, including implementing and monitoring of repayment plans and taking appropriate action where necessary.</li> <li>• Manage end of tenancy processes, including vacancy maintenance, outgoing condition reports, vacated tenant accounts and former tenant debt recovery.</li> <li>• Abide by the Residential Tenancies Act &amp; Rooming House Acts</li> <li>• Initiate and attend VCAT hearings</li> </ul>
<b>Property Management</b>	<ul style="list-style-type: none"> <li>• Conduct vacancy maintenance inspections</li> <li>• Organise contractors for maintenance and cleaning as per program guidelines</li> <li>• Property Managers liaise with contractors and owners of managed properties.</li> <li>• Conduct property inspections as per the RTA requirements, whilst also identifying and assisting in the resolution of tenancy and/or property issues.</li> <li>• Property Managers work closely and collaboratively with the relevant Maintenance Management team.</li> <li>• Where required organise and conduct monthly renter reviews to create and monitor housing goals in collaboration with support services.</li> <li>• Review and calculate rents according to tenant's household income or program criteria.</li> <li>• Respond to, and investigate, neighbourhood complaints and report issues to Team Leader</li> <li>• Assist in the sustainability of tenancies by being responsive to indicators that a tenant may be at risk and providing referrals to support and appropriate information to the tenant.</li> </ul>

<b>Renter and Property Management system</b>	<ul style="list-style-type: none"> <li>• Ensure all renters are registered accurately in the Housing Services database system</li> <li>• Ensure tenant ledgers are accurate, and rental agreements contain current information</li> <li>• Create file notes and upload relevant supporting documentation to the system</li> <li>• Ensure property data files within the Housing Services database system are accurate and up to date</li> <li>• Participate in data and file audits when required</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• Comply with the reporting and accountability requirements of the position.</li> <li>• Actively work towards achieving and exceeding Key Performance Measures (KPMs) in service delivery areas to contribute to individual and team success.</li> <li>• Assist with annual Housing Services mandatory reporting requirements for funding and regulatory bodies</li> </ul>
<b>Networks</b>	<ul style="list-style-type: none"> <li>• Develop professional relationships with a range of service providers</li> <li>• Work collaboratively with business partners</li> <li>• Liaise with support agencies and DFFH departmental staff</li> <li>• Attend relevant stakeholder meetings as required</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Complete set administrative tasks associated with the role as required</li> <li>• Support other Housing Services programs and staff as required</li> <li>• Contribute to a supportive team culture that is customer and outcomes focused.</li> <li>• Participate in Reception rosters</li> <li>• Participate in office and team meetings</li> <li>• Participate in training when required</li> </ul>

<b>Broad activities of Beyond Housing</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 Beyond Housing 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 to maintaining a safe and clean work environment</li> <li>• Display a positive attitude, treat others with respect and be an active member of the team</li> <li>• Follow lawful directions provided by senior members of the team</li> <li>• Adhere to the Child Safe Standards framework outlined in Policies and Processes, including maintaining a National Police Check and Victorian Working With Children Check.</li> <li>• Knowledge of MARAM (Multi Agency Risk Assessment and Management Framework) and an understanding and application of information sharing scheme FVISS and CISS</li> <li>• Abide by relevant legislation, including; Privacy and Confidentiality legislation, and ensure the strictest confidentiality in all dealings</li> </ul>
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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.

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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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