

## Position Description

<b>Position Title</b>	<b>Property Officer, Specialist Housing Group</b>
<b>Reports to</b>	Team Leader, Specialist Housing Group
<b>Team Function</b>	Specialist Housing Group
<b>Location</b>	Melbourne
<b>Salary</b>	TBA
<b>Hours per week</b>	1.0FTE

### Overview and Purpose of Role

Reporting to the Team Leader, Specialist Housing Group, the Property Officer, is responsible for the delivery of property management and housing services for people with disabilities, residents and/or their nominated advocates/persons of support seeking or already residing in Specialist Disability Accommodation (SDA).

The role will be responsible for working in partnership with a wide range of disability and community support services to assist residents/NDIS participants to sustain tenancies and achieve their housing goals.

This role is part of the Specialist Housing Group who provide a range of services focusing on SDA and housing solutions for people with a disability.

### Department Overview



## Key Accountabilities

### Property Management Services

- Provide high quality maintenance services to existing residents by delivering a responsive service that is appropriate and within organisational financial arrangements and meets legislative requirements.
- Manage contractors and trades people, ensuring compliance with HCA's contractor management and induction system and process.
- Accept and manage responsive maintenance requests and organise repairs through existing and approved contractors.
- Manage existing and future contractors, meeting with them on a regular basis, form good working relationships and monitor performance.
- Provide feedback to contractors in a constructive manner.
- Respond to requests resulting from the after-hours service requests and follow up on the quality of works conducted out of office hours.
- Ensure consumers and/or their representative are satisfied with the works carried out.
- Manage a portfolio of properties to budget and ensure expenditure across HCA's property portfolio is effective and efficient.
- Complete Property Condition Surveys every 18 months for all properties within the portfolio in line with HCA requirements.
- Report on variances, detailing expected expenditure and scope of planned maintenance works at defined intervals.
- Ensure all incidents are reported immediately and in accordance with HCA's OH & S practices.
- Ensure all Cyclical (Fixed) Maintenance requirements are completed according to relevant HCA policy and procedures.
- Understand the commercial and contractual maintenance arrangements that exist for properties not owned but managed by HCA and ensure that maintenance is transacted to these arrangements.
- Ensure that all contractors and suppliers engaged by HCA comply with the relevant OH&S standards and comply with ORHA benchmarks for turnaround times and privacy.
- Ensure the effective implementation of relevant HCA Occupational Health and Safety policies

### Relationship Management with Key stakeholders

- Develop and maintain effective relationships with DHHS, NDIA and other various support providers including the nominated Supported Independent Living providers.
- Work constructively with supports to sustain tenancies through effective communication and relationship building.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and stakeholders
- Develop individual skills and knowledge that will better serve our residents and stakeholders.
- Represent HCA at network meetings and forums where required.
- Identify and report up, any issue, dispute, risk or potential conflict which may adversely affect HCA's reputation or HCA's ability to provide business continuity.

### Business Reporting

- Assist in the preparation of management reports and other information, as required, within agreed formats and timeframes across a range of defined areas of service delivery.
- Provide all relevant information as required to meet external reporting obligations.

### Quality Assurance

- Assist in monitoring and reviewing service delivery standards to ensure the needs of the

- organisation, key stakeholders and other contracting agencies are consistently met
- Analyse monthly performance reporting to ensure the business is regularly provided with timely information and advice
  - Maintain own professional knowledge and networks and undertake training and development as requested by HCA and within designated timeframes.
  - Comply with all HCA safe Work Health Safety (WHS) practices as advised by HCA WHS policies and procedures.

#### **HCA Ambassador**

- Promote HCA's vision, mission and business objectives to consumers, service partners, stakeholders and future staff.
- Maintain effective networks, enhance relationships, and advocate on behalf of HCA to promote HCA with key external

#### **Key Stakeholders/Relationships**

- Specialist Housing Team
- Residents, families and advocates
- Supported Independent Living Providers
- Contractors
- National Disability Insurance Agency
- National Disability and Safeguards Commission

#### **Experience, Qualifications and Skills**

##### **You must have:**

- Qualification in a relevant building trade and/or experience in property/asset management and repair.
- Experience is dealing with contractors to ensure property maintenance activity is done correctly.
- An of understanding of Specialist Disability Accommodation.
- Knowledge and experience in managing budgets to ensure maintenance activities are carried according to budgets.
- Experience in compiling reports on expenditure, variances and other reports as required.
- Awareness and experience in working with issues of disadvantaged communities such as homeless people, people with disability and people from a non-English speaking backgrounds.
- Highly developed written and oral communication skills and relationship management skills.
- Well-developed problem solving and influencing skills.

##### **Desirable Qualifications and Experience:**

- Trade qualification and or significant industry experience in the property sector
- Knowledge of the National Disability Insurance Scheme (NDIS) with an awareness of its impact on social housing.
- Experience in managing a sizeable portfolio of properties in the public/community or private housing sector
- Experience in dealing with complex and challenging client service environments.

##### **Other Requirements:**

- Willingness to undertake relevant police screening and Working with Children screening.

- Agreed to comply with Child Safe Environments policies and procedures
- A current driver's license and willingness to travel across Housing Choices' sites as required – include as appropriate

**Note:** This position description is aimed at describing the core output that should be achieved in this role. It is not intended to include specific tasks, temporary activities or projects. This generic approach in writing overall purpose and accountabilities supports focus on key outputs and flexibility in a changing context.

**This role description is accepted by:**

Job Holder ..... Date .....

Manager ..... Date .....