

# Community Housing Property Manager Position Description

## Role Details:

Position Title	Community Housing Property Manager - THM
Reporting to	Team Leader
Liaises with internally	All staff
Liaises with externally	Service Providers, Tenants, Clients, Real Estate Agents, Maintenance Contractors
Purpose of the Position	The Community Housing Property Manager is primarily responsible for the management of properties and tenancies in the Transitional Housing portfolio's within the Housing Services area. This includes property inspections, allocations, property maintenance and regular reporting on rental and property data.
Hours	Full time
Salary/Rate	Social, Community, Home Care and Disability Services Industry Award – Level 4.
Essential Criteria	<ol style="list-style-type: none"> <li>1. Qualifications and experience relevant to the role.</li> <li>2. Well developed communication and negotiation skills.</li> <li>3. Proven experience in a consumer focused role with the ability to deliver a high standard of customer service.</li> <li>4. Highly developed administration skills including the sound application of database management programs and MS Office/Outlook.</li> <li>5. Proven ability to manage time effectively, including prioritise tasks and meet deadlines.</li> <li>6. Ability to understand, interpret and apply relevant legislation including Victorian, Residential Tenancies Act, Privacy, Anti Discrimination, Equal Opportunity during the course of daily work. (Housing Services)</li> <li>7. Current driver's licence.</li> </ol>
Preferred Criteria	<ol style="list-style-type: none"> <li>1. Knowledge of the public, private and community housing sectors.</li> <li>2. Sense of humour</li> </ol>

<b>Behaviours Required</b>	<ol style="list-style-type: none"> <li>1. Teamwork</li> <li>2. Equality, Honesty and Integrity</li> <li>3. Being Motivated</li> <li>4. Loyalty to the job and business</li> </ol>
<b>Key Performance Indicators</b>	<ul style="list-style-type: none"> <li>• Vacant properties inspected within 3 business days of becoming vacant</li> <li>• Vacated maintenance raised within 4 business days of a property becoming vacant</li> <li>• All tenancy and rental information entered in to Kypera History/Files tabs- 100%</li> <li>• At least 90% responsive maintenance completed on time</li> <li>• 100% of all tenants rents ledgers checked at least once a week Kypera arrears Statuses and Status dates kept up to date for monthly reporting</li> <li>• 95% of all tenancies in arrears on payment plans or VCAT ordered payment plans</li> <li>• 100% of all neighbourhood complaints/issues dealt with within 15 business days as per BeyondHousing organisational complaints process</li> <li>• 100% of all tenancies at risk of eviction referred to SHASP or appropriate advocacy/support service.</li> <li>• Prepare monthly rent and vacancy reports for Team Leader</li> </ul>

## Responsibilities

Responsibilities	Focus Areas	Tasks
<b>Tenancy Management</b>		<ul style="list-style-type: none"> <li>• Calculate rents for new tenancies and gain approval for the amounts</li> <li>• Prepare all documentation for tenancy Sign Ups</li> <li>• Work closely with the Initial Assessment and Planning Workers</li> <li>• Provide ongoing information and assistance to tenants</li> <li>• Manage and monitor tenancy rental ledgers</li> <li>• Manage arrears and organise arrears or damages repayment agreements with tenants</li> <li>• Conduct tenancy rent reviews as necessary</li> <li>• Abide by the Residential Tenancies Act (RTA)</li> <li>• Initiate, prepare for and attend VCAT hearings for Tenancy and property management issues</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</li> <li>• Liaise and work closely with Dept Health and Human Services (DHHS) Call Centre and Maintenance Head Contractors and Sub Contractors</li> <li>• Conduct property inspections as required</li> <li>• Conduct annual market rent reviews for RHNL properties and managed properties including Office of Housing</li> <li>• Ensure tenants maintain their THM rental properties in line with their Tenancy Agreements and the Residential Tenancies Act</li> </ul>
<b>Tenancy and Property Management System</b>		<ul style="list-style-type: none"> <li>• Ensure all tenants are registered and active in the Housing Services database system</li> <li>• Ensure tenant rent ledgers are accurate and tenancy agreements contain current information</li> <li>• Create history notes and upload relevant documentation to the system</li> <li>• Ensure data and files within the Housing management system are accurate and up to date</li> <li>• Monitor and manage arrears as per Housing Services processes and in line with the RTA</li> </ul>
<b>Reporting Requirements</b>		<ul style="list-style-type: none"> <li>• Undertake relevant property/tenancy data collection, recording and analysis</li> <li>• Complete monthly rent reports</li> <li>• Produce monthly reports and other reports as required</li> <li>• Monitor vacancy levels</li> <li>• Complete and manage property Condition Reports</li> <li>• Assist with annual Housing Services mandatory reporting requirements for funding and regulatory bodies</li> </ul>

General Duties		<ul style="list-style-type: none"> <li>• Complete set administrative tasks associated with the role as required</li> <li>• Provide assistance to other Housing Services programs and staff as required</li> <li>• Deal with neighbourhood and other relevant complaints as necessary in line with BeyondHousing Complaints processes</li> <li>•</li> </ul>
Networking		<ul style="list-style-type: none"> <li>• Develop relationships with a range of service providers and support agencies</li> <li>• Work collaboratively with DHHS staff, and external stakeholders</li> <li>• Liaise with local councils, utility companies, THM neighbours</li> </ul>
Broader Activities of BeyondHousing		<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 supervision 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.

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.