

# Community Housing Property Manager – Seymour Position Description

## Role Details:

<b>Position Title</b>	Community Housing Property Manager
<b>Reporting to</b>	Team Leader
<b>Liaises with internally</b>	All staff
<b>Liaises with externally</b>	Service Providers, Tenants, Clients, Department of Health and Human Services (DHHS) staff, Real Estate Agents, Maintenance Contractors
<b>Purpose of the Position</b>	The Community Housing Property Manager is primarily responsible for the management of properties and tenancies in the Transitional and Long Term Housing portfolio's, within the Housing Services area. This includes, rents management, property inspections, allocations, property maintenance and regular reporting on rental and property data.
<b>Hours</b>	Full time
<b>Salary/Rate</b>	Social, Community, Home Care and Disability Services Industry Award – 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.</li> <li>3. Proven experience in a client focused role with the ability to deliver a high standard of customer service.</li> <li>4. Highly developed administration skills</li> <li>5. Experience in the use of database systems and the MS suite of software applications.</li> <li>6. Excellent time management skills and the proven ability to prioritise tasks to meet deadlines.</li> <li>7. Ability to understand, interpret and apply relevant legislation including the Victorian Residential Tenancies Act, Privacy, Anti-Discrimination and Equal Opportunity Acts</li> <li>8. Current driver's licence.</li> </ol>
<b>Preferred Criteria</b>	<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 relevant tenancy and rental information entered in to the Kypera system– 100%</li> <li>• 100% of all maintenance requests actioned as per the RTA requirements</li> <li>• 100% of all tenants' rents ledgers checked at least once a week and Kypera arrears statuses 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 Tenancy Plus program or another 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 THM rents for new tenancies</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> <li>• Allocate new LTCH tenancies from the Victorian Housing Register (VHR)</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 and Sub Contractors</li> <li>• Conduct property inspections as required</li> <li>• Conduct annual market rent reviews</li> <li>• Work closely with the BeyondHousing Asset and Maintenance Management Team.</li> <li>• Work closely with the DHHS Call Centre and Head Contractors</li> <li>• All property managers must work collaboratively with sub-contractors and their staff to keep property standards high</li> </ul> <p>Ensure tenants abide by the terms of their Tenancy Agreements to ensure properties are maintained in good order</p>
<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>

<b>General Duties</b>		<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 associated tenancy and property complaints as necessary, in line with BeyondHousing Complaints processes</li> </ul>
<b>Networking</b>		<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, tradespeople, builders and neighbours</li> <li>• Work collaboratively with business partners</li> </ul>
<b>Broader Activities of 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 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.