

POSITION DETAILS

Program / Unit:	Housing	Employment Status:	Permanent Full-Time
Location:	Central Qld	Reports To:	Property Coordinator
Classification:	Level 4 - <i>Social, Community, Home Care and Disability Services Industry Award 2010</i>		

PURPOSE OF THE POSITION

The position will manage and maintain AnglicareCQ housing stock in line with the property standards, lease agreements, related legislation and organisational policies. The Property Management Officer ensures properties meet the needs of our tenants and the community, through provision of viable, suitable and well maintained housing.

POSITION RESPONSIBILITIES

Key Accountabilities	Key Activities
Facilitate efficient and effective maintenance and repairs of all AnglicareCQ properties in compliance with industry and service standards	<ul style="list-style-type: none"> • Responds promptly and appropriately to property maintenance and repairs inquiries. • Coordinates and facilitates emergency, planned and responsive maintenance of the AnglicareCQ housing stock, including post inspections to ensure that all service standards were met. • Assists the Property Management Coordinator with the preparation of property maintenance and improvement plans. • Liaises with contractors, tradespeople and other AnglicareCQ staff to ensure that property maintenance and repair work are carried out promptly within required timeframes and in accordance with required policies, procedures and building standards. • Ensures that all maintenance and repairs are transacted to these standards through appropriate communication with tenants and regular checks of completed work. • Undertakes site investigations, testing activities and inspections as required. • Depending on the nature of the repairs and maintenance, ensures that the responsible party is invoiced and expenses recouped. • Ensures that maintenance work is delivered within quotation and required timeframe. • Liaises with lessors, property owners and their representatives as required, including managing disputes. • Contributes to the completion of all regulatory and internal reporting accurately and on time; ensuring, within the scope of the role, that registration requirements are achieved
Gauge and ensure tenant satisfaction	<ul style="list-style-type: none"> • Conducts tenant satisfaction surveys after each repair and/or maintenance intervention.

Key Accountabilities	Key Activities
	<ul style="list-style-type: none"> Identifies potential tenant issues and provides suppliers, contractors and tradespeople with feedback and put corrective measures in place.
Support tenants to sustain their tenancy	<ul style="list-style-type: none"> Recognises potential tenancy issues and refers to the relevant Tenancy Management Officer.
Provide input into AnglicareCQ housing reports and continuous improvement initiatives	<ul style="list-style-type: none"> Provides input into the development and improvement of property management and maintenance policies, procedures and workflows. Gathers relevant property management data as it relates to repairs and maintenance. Makes inputs into management reports and operational planning.
Administration	<ul style="list-style-type: none"> Establishes and maintains accurate records in relation to property management matters in accordance with the national building standards, funding bodies and AnglicareCQ policy and procedure. Provides when requested, monthly and quarterly reporting to the Property Management Coordinator, Housing Manager for funding bodies.
Participation	<ul style="list-style-type: none"> Contributes as a pro-active and effective team member offering assistance. Attends and actively participate in team meetings. Supports and adhere to relevant AnglicareCQ policies and procedures. Displays a commitment to work within the philosophy of AnglicareCQ. Supports and contribute to the development and maintenance of a healthy, creative and supportive working environment.
Resource Management	<ul style="list-style-type: none"> Supports the effective support to service delivery by undertaking administrative activities, ensuring that relevant policies and procedures associated with information management, records management and other resource management issues are followed. Shares information and knowledge in relation to resource availability. Plans and negotiates the use of existing resources.
Partnerships	<ul style="list-style-type: none"> Demonstrates a client focus and act ethically. Contributes to effective teamwork by becoming and remaining informed of all aspects of the different roles of team members, offering pro-active assistance and working collaboratively to assist in the delivery of quality services. Contributes effectively as a team member, in an environment where tight deadlines and conflicting priorities are a regular feature of the work.
Learning and Professional Development	<ul style="list-style-type: none"> Ensures individual learning through representation and membership of appropriate community, industry and government bodies and forums. Ensures ongoing professional development by attending and participating in training opportunities as identified within the performance development and review process. Participate in regular supervision with line manager.

Key Accountabilities	Key Activities
<p>Organisational Development</p>	<ul style="list-style-type: none"> • Displays commitment to work within the philosophy of AnglicareCQ. • Contributes to the development and implementation of flexible, responsive, cost effective and high quality of services. • Contributes to the development and implementation of service and organisational policies and procedures. • Utilizes organisational administrative processes, systems and technology in an efficient and effective manner. • Contributes to the development and maintenance of a healthy, creative and supportive working environment. • Demonstrates high regard for risk management, workplace health & safety issues and the physical and emotional well being of clients, co-workers and all visitors of the workplace.

SELECTION CRITERIA

Mandatory Requirement/s:

Relevant trade qualification, property management or related fields preferred plus a minimum of 2-years experience in community housing or property management or a related field is essential.

Selections Criteria:

1. Demonstrated understanding of responsive and cyclical property maintenance requirements and practices.
2. Ability to maximise tenantability of properties and minimise expenditure through sound repairs and maintenance management.
3. A fundamental understanding of housing related issues confronting people in lower incomes and a knowledge of the broader community housing sector and a commitment to social justice.
4. Demonstrated ability to respond professionally and effectively to competing priorities, meet deadlines, use initiative and work independently and in a team environment.
5. Sound knowledge of legislation, regulations and frameworks applicable to the community housing sector.

OTHER REQUIREMENTS

- Must hold a current Queensland Open Driver’s licence or licence recognised by Australian laws
- Must have proof of current eligibility to work in Australia (visa holders)
- Successful completion of a six (6) month minimum employment period (probation) in accordance with AnglicareCQ’s policies and procedures
- Any employment ‘suitability checks’ (as required for the position).
- Full COVID-19 Vaccination
- Ability to travel.
- This Position Description should be read in conjunction with the AnglicareCQ Personal Attributes Matrix (Appendix 1).