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**JOB DESCRIPTION**

**Position**: **Property Management Officer**

**Service**: Toora Domestic Violence and Homelessness Service

**Classification**: MEA Level 5.1 – 6.3

**Appointment Type**: 72 hours per fortnight (9 days) for a 12-month contract

PRACTICE FRAMEWORK:

Toora Women Inc. supports women with complex issues who have experienced past or present traumas such as domestic and sexual violence; women impacted by their own or another’s drug and alcohol use and/or mental health issues; women experiencing homelessness or needing support to stay out of the homelessness system; and women in the ACT corrections system.

Our current drug and alcohol and homelessness programs range across variety of settings such as crisis and transitional accommodation, day program and outreach support, allowing Toora to provide a wrap-around trauma-informed care model, in an integrated service system. We deliver these complex services within human rights and gendered framework.

All services are based on a theoretical model of recovery, respect and empowerment. This includes encouraging self-help and minimizing the effects of institutionalization and the harm associated with dependencies.

**SUMMARY OF BROAD PURPOSE OF THE POSITION**

**Toora Domestic Violence and Homelessness Service** provides safe affordable accommodation and supportive services for women with complex needs, with or without their families. The **Property Management Officer**provides day-to-day property management and service coordination for TWI residents.

Responsible to ensure that all assigned properties are operated in an efficient, cost effective manner while providing high quality, well maintained housing to residents

**JOB SPECIFICATION**

**Specific Accountabilities**

1. **Reporting/Working Relationships**

The Property Management Officer is ultimately responsible to the Executive Director and Director of Toora Domestic Violence and Homelessness Services (TDVHS). She will be supported by and responsible to the Housing Program Manager and Team Leader on a day-to-day basis.

This position requires the development and maintenance of strong working relationships with:

* TWI Finance team
* TWI case coordinators
* ACT Housing staff
* Programs

1. **Conditions of Employment:**

* The duties of this position may be adapted to changing organisational requirements as determined by the Toora Women Inc. planning processes. Any change to the job description will not occur without consultation with the staff concerned.
* Required to work from any location, within integrated Toora Inc. service system.
* Some out of hours and on-call work may be required.
* Toora Women Inc. operates a smoke free workplace in accordance with the Workplace Tobacco Management Policy.
* Must possess a current driver’s license and be willing to drive.
* Must possess a clear and current Working with Vulnerable People registration.
* Must adhere to the policies and procedures of the organisation.
* Must work respectfully and collaboratively with other team members

**DELIVERABLES**

**Property Management**

* Ensure properties are kept in good condition which includes follow up/organizing repair or maintenance, as required
* Undertake inventory of all properties, and be responsible for stocking and maintaining furniture and whitegoods
* Conduct housing turnover process (including move-in/out inspections, processing applications, and monitoring ‘make-ready’ requirements). Minimize housing ‘down-time’ and vacancy loss due to turnover.
* Conduct scheduled property inspections and inventories, as required
* Identify and rectify all maintenance and repair issues, including obtaining of quotes where required
* Deal with Housing ACT in regard to property related issues
* Notify team leader of any property or tenancy issues
* Maximize rental revenue by maintaining high occupancy and reduction of vacancy loss, bad debt loss, and concessions

**Administration**

* Assist with the production of any property related reports required for Housing ACT
* Create and send all letters of inspection to clients
* Enter client file notes according to TWI standards and upload all relevant documents (ie OA’s, inspection results) into SHIP and Chintaro
* Maintain white boards for easy monitoring of properties
* Assist the Finance Officer in the document preparation for Chintaro software
* Keep in contact with Housing via email regarding all inspections and outcomes
* Maintaining the upkeep of the organisation’s sheds.
* Maintain key register
* Maintain the shed’s register
* Coordinating the maintenance of the organisation’s vehicles.
* Understand all areas of computer operations to meet the needs of the job including Microsoft Office applications, SHIP and Chintaro

**Professional Practice, Professional development and Performance Management**

* Engage in professional development activities.
* Attend to regular supervision and accept direction.
* Participate in performance management/appraisal activities as determined by the organisation.
* Contribute to the development of new procedures and methodology
* Supervise, mentor and/or support workers or volunteers in new roles, as required.

**Teamwork, Networking and Liaison**

* Participate in meetings (including Advisory), as required.
* Represent Toora Women Inc. in a professional manner on external committees or working parties as required.
* Maintain effective, positive relationships with all relevant stakeholders.

**Work Health Safety / Quality Improvement Systems**

* Adhere to Toora Women Inc. WHS policies and procedures including self-care policy.
* Take reasonable care to protect their own health and safety at work and meet all obligations under the WHS Act 2011
* Work in accordance to relevant sector standards and participate in Toora Quality Improvement Systems and Community Housing Provider registration.
* Provide reports on progress of activities and programs including recommendations and improvements

**General Accountabilities**

* Undertake other duties, as directed

*Version 2 – June 2019*

**Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**QUALIFICATIONS**

**Essential Qualification**

Diploma in Community Services (Social Housing) or equivalent

**Essential Experience**

* Minimum two years of experience in community sector
* Understanding and working knowledge of housing issues and programs.
* Proficient computer skills including the use of Microsoft office, SHIP and Chintaro software
* Well developed interpersonal, communication and teamwork skills

**Desirable Experience**

* Minimum two years of experience in community housing, social services, or property management
* Experience of working with women with high and complex needs, particularly with homelessness, AOD, mental health, sexual assault, domestic violence, incarceration and women from diverse backgrounds from within a feminist framework.

**Personal qualities and behaviour traits**

* Communicate with influence in a positive, proactive, constructive responsible and respectful manner to inspire and empower others.
* Communicate showing an awareness of the impact of communication style on the receiver, adapting personal style to the audience.
* Be committed to our Mission of Safety, Respect and Choice for Women.
* Be flexible and responsive to changing environments.