

Position Information

Position Title	Head of Property
Program	Business Services
Reports to	Chief Executive Officer
Direct reports	Property Coordinators
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 6

Organisation Information

TeamHEALTH has supported people living with mental illness across the Northern Territory for more than 30 years. Established by family members and service providers, TeamHEALTH was initially created to provide stable and safe accommodation and support for people living with mental illness. Since then, TeamHEALTH has grown into a leading provider of mental health and wellbeing supports across the Top End, delivering services spanning prevention and early intervention, psychosocial rehabilitation, housing, community mental health, aged care and NDIS.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. We see success in achieving our purpose as consolidating what we do well, using evidence-based approaches, listening to our participants, community and workforce and remaining an adaptable, skilled organisation.

Position Summary

The Head of Property is a leadership role responsible for the strategic and operational management of the organisation's property portfolio, spanning 36 premises either owned or leased by TeamHEALTH across the Top End.

These include TeamHEALTH offices, residential rehabilitation sites, homelessness services, community housing, and a community hub. The role ensures all properties are safe, compliant, well-maintained, and fit for purpose; underpinning the organisation's ability to deliver quality community services and mental health programs to some of the Territory's most vulnerable people.

The Head of Property leads all aspects of asset management, including leasing, maintenance, tenancy management, and emergency preparedness, while maintaining the organisation's compliance with the National Regulatory System for Community Housing (NRSCH) and relevant NT legislation. The role carries responsibility for property budgets, regulatory reporting, and contributing to organisational strategy, with regular reporting to the CEO and Board.

The Head of Property builds and maintains effective relationships with government agencies, community councils, contractors, and internal teams, and leads a team of property and tenancy staff. The role requires sound judgement, cultural competency, and the ability to work effectively across diverse regional, and remote contexts.

Key Result Areas

1. Asset Management

- 1.1 Negotiate and administer all property leases, ensuring favourable terms, timely renewals, and ongoing compliance.
- 1.2 Develop and implement a planned maintenance program, including management of contractors and trades.
- 1.3 Manage the maintenance and capital works budget, monitoring expenditure and reporting on variances.
- 1.4 Oversee the full tenancy lifecycle, including rent collection, arrears management, and property inspections.
- 1.5 Ensure tenancy and eviction processes comply with the Residential Tenancies Act (NT) and are handled with appropriate care.
- 1.6 Maintain security frameworks, incident response, and access control protocols across all sites.
- 1.7 Maintain the asset register in TeamHEALTH quality management system and manage furnishing procurement and replacement.
- 1.8 Develop and test property emergency management plans, aligned to the organisation's Business Continuity Plan.

2. Reporting and Evaluation

- 2.1 With the support of the Quality & Innovation Officer lead the organisation's compliance with the National Regulatory System for Community Housing (NRSCH), including all required reporting and audit preparation.
- 2.2 Maintain and improve policies and systems to meet NRSCH performance outcomes and registration requirements.
- 2.3 Monitor changes to housing legislation and advise the CEO on compliance implications.
- 2.4 Develop and manage annual property budgets across maintenance, capital works, and rental income.
- 2.5 Oversee rent setting, arrears tracking, and debt recovery across the portfolio.
- 2.6 Liaise with Centrelink and relevant agencies on Centrepay, Commonwealth Rent Assistance, and related mechanisms.
- 2.7 Prepare and present regular property performance reports to the CEO and Board as required.

3. Relationship Management

- 3.1 Build and maintain effective relationships with government agencies, landlords, legal counsel, contractors, and regulators.
- 3.2 Engage respectfully with remote community councils, Traditional Owners, and First Nations communities, observing cultural protocols at all times.
- 3.3 Work closely with internal teams to ensure property decisions support participant needs and service delivery.
- 3.4 Provide timely advice and support to staff on property, facilities, and asset matters.
- 3.5 Lead, supervise, and develop the Property team, including property officers, tenancy staff, and maintenance coordinators.
- 3.6 Set clear performance expectations, conduct regular supervision and annual reviews for all direct reports.
- 3.7 Support direct reports' professional development and foster a culture of accountability and person-centred tenancy support.

4. Work, Health Safety and Governance

- 4.1 Ensure all property operations comply with Work Health and Safety legislation and organisational WHS policies.
- 4.2 Conduct and maintain regular risk assessments across all properties, sites, and work activities.

- 4.3 Ensure WHS incidents are reported, investigated, and resolved promptly, with corrective actions tracked.
- 4.4 Promote a safety-first culture across the Property team and with contractors on organisational sites.
- 4.5 Ensure property policies and procedures are current and reviewed on a regular cycle.
- 4.6 Ensure contractor compliance with insurance, licensing, and governance requirements prior to engagement.
- 4.7 Identify and escalate property-related risks to the CEO in a timely manner.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages individuals with a lived experience of mental illness to apply.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current full NT Driver's Licence.
3. NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Demonstrated experience in property, asset, or facilities management roles, across a diverse and geographically dispersed portfolio – including lease negotiation, tenancy management, maintenance oversight, and contractor management.
6. Strong financial management skills including budget development, expenditure monitoring, and reporting.
7. Demonstrated high level of communication skills (written and verbal), with the proven ability to develop clear, evidence-based reports for senior leadership and Board.
8. Demonstrated ability to build effective working relationships and work with a diverse range of people including First Nations people, Culturally and Linguistically diverse (CALD) populations and people with lived experience of mental health conditions.
9. Ability to work with a high level of autonomy and professional judgement while developing systems, processes and tools that strengthen property management and outcomes.
10. Sound knowledge of the Residential Tenancies Act (NT) and relevant property, tenancy, and land legislation.

Desirable for Position

11. Tertiary qualification in property management, facilities management, business administration, or a related field.
12. Demonstrated knowledge of and experience with the NRSCH or equivalent community housing regulatory framework.
13. Knowledge of remote NT housing contexts, including land tenure and community governance
14. Experience working in the community services, mental health, disability or not-for-profit sector, including familiarity with the social or community housing sector.

Position Description Approval

Approved by	Rina Bruinsma, Chief Executive Officer
Date approved	24 March 2026
Signature	