

Position Information

Position Title	Property Coordinator
Program	Community Housing Service
Reports to	Executive Manager - Services
Direct reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 4

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

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. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

The Community Housing Service (CHS) aims to provide safe, stable and affordable medium to long term independent living accommodation to members of the community that are working towards their mental health recovery.

TeamHEALTH has over 36 dwellings that provide medium to long term housing options for participants who have the capacity to live independently. Share and non-share housing options are available.

As a registered provider under the National Regulatory System for Community Housing (NRSCH), TeamHEALTH are committed to upholding the performance requirements of the National Regulatory Code and continue to meet the requirements of section 14 of the National Law. The Property Coordinator will be responsible for ensuring the program key performance indicators are met in line with the NRSCH requirements.

The CHS focuses on delivering best practice community housing by engaging participants to develop skills to maintain and retain suitable housing. Housing participants receive support from TeamHEALTH and external outreach programs.

TeamHEALTH also utilises a range of properties that are used as Supported Shared Living Homes. These properties provide long term accommodation for people living with a psychosocial disability. The number of Supported Shared Living Homes offered is growing and these properties need agreements in place for the board and lodgings that residents have with TeamHEALTH.

Reporting to the Executive Manager - Services, the Property Coordinator is responsible to provide leadership and day-to-day management for the end to end occupancy and property management services and solutions for TeamHEALTH housing properties. The Property Coordinator will be responsible for establishing and maintaining the applicable policies and procedures relating to housing management (inclusive of Supported Shared Living Homes), property maintenance, rent collection, arrears management and rent reviews. The Property Coordinator is responsible for maintaining and meeting NRSCH accreditation obligations.

The Property Coordinator will work closely with key internal and external stakeholders to assist in establishing good relationships that support and sustain the participant's occupancy. They will play an important role in educating and assisting the internal and external stakeholders with appropriate advice, information and approaches to assist in sourcing appropriate properties, the sustainability of the occupancy and various occupancy arrangements.

Whilst TeamHEALTH owns some of the properties, housing options are also provided in partnership with the Department of Housing and leasing in the private residential market. Therefore, the Property Coordinator plays a key role in developing and maintaining collaborative partnerships supportive of the existing accommodation and that may also lead to new opportunities. They will also be responsible for identifying gaps in services for their participants and making recommendations on strategies whereby which these gaps can be addressed.

In addition to the Property Coordinator will be responsible for the repairs and maintenance all TeamHEALTH properties and worksites and will oversee the asset management processes for furniture and fittings.

Key Result Areas

1. Occupancy Management

- 1.1. Collaborate with the relevant internal and external stakeholders to arrange entry and exit of participants including housing assessment processes, intake and sign up.
- 1.2. Provide occupancy services to all participants in accordance with TeamHEALTH policy and procedures including participant assessment and sign up, preparation of occupancy/board and lodging agreements and exit procedures including bond returns and Centrepay deduction cancellations.
- 1.3. Conduct income reviews and rental review assessments where required, i.e. when occupant's circumstances change.
- 1.4. In conjunction with Business Services and Residential Services teams implement and monitor systems ensuring rent payments are made on time ensuring prompt response to arrears recovery.
- 1.5. Ensure charges for excess electricity, damage, cleaning and other chargeable items are invoiced in a timely manner and that payment is received promptly or a payment plan implemented.
- 1.6. Work with the relevant internal and external stakeholders in developing and reviewing management plans for occupancies at risk of failure due to debts, property care issues, neighbour disputes or other breaches of occupancy or boarding and lodging agreements.
- 1.7. Participate in Occupant meetings with Adult Supports team.

2. Property and Asset Management

- 2.1. Oversee and organise property repair and maintenance in collaboration with relevant stakeholders (i.e. TeamHEALTH Program, body corporate, Department of Housing) including organisation of/participation in regular scheduled inspections for all TeamHEALTH residential and worksite properties.
- 2.2. Maintain a key register for TeamHEALTH all properties/facilities ensuring appropriate key security.
- 2.3. Coordinate the preparation of property, including furniture and sundries (where required), for occupation by referred participants or TeamHEALTH services.
- 2.4. Where required establish and monitor preventative maintenance for all TeamHEALTH properties/facilities to ensure that all grounds of properties are clean, tidy and well maintained.
- 2.5. Ensure occupants and TeamHEALTH staff are aware of the correct process for reporting required maintenance, including outside of business hours.
- 2.6. First point of contact for all TeamHEALTH properties and sites for relevant contractors engaged for cleaning, electrical tagging, grounds maintenance, asset repairs/replacement, fire testing and routine maintenance requirements, etc.

3. Relationship Management

- 3.1. Foster and maintain effective and professional working relationships with TeamHEALTH's programs, key stakeholders and homelessness groups in the Darwin Region including Government and non-government agencies.
- 3.2. Maintain high levels of customer satisfaction by ensuring timely response to housing enquiries, participant enquiries, repair and maintenance issues and complaints in a professional, respectful and efficient manner.
- 3.3. Liaise with Contractors, Body Corporates, Real Estate Agents and Department of Housing in relation to maintenance issues, attending meetings as required, providing reports and feedback to Management on any relevant issues.
- 3.4. Work with key internal and external stakeholders to maximise the potential of culturally competent, inclusive and respectful accommodation to meet diverse needs of participants including Aboriginal and Torres Strait Islanders and Culturally and Linguistically Diverse (CALD) backgrounds.

- 3.5. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, participants, carers and external contacts.

4. Reporting and Administration

- 4.1. In collaboration with relevant stakeholders establish and review policies, procedures, documents and systems.
- 4.2. Establish and maintain contact list of preferred suppliers for gardening, property maintenance and repair services.
- 4.3. Work with Business Services in overseeing rent summaries, account payments and management of debt in relation to rent and damage to properties.
- 4.4. Monitor expenditure, ensuring appropriate policy, instructions and returns are completed within established timeframes and delegation levels.
- 4.5. As required participate in relevant committees, internal and external, that support or contribute to TeamHEALTH operations.
- 4.6. Provide opportunities for occupants' feedback relating to services provision, including an annual occupant survey.
- 4.7. Contribute to planning, reviews and service evaluation processes as required.
- 4.8. Ensure that all internal and external reporting is accurate and completed within timeframes required by TeamHEALTH and/or funders and accreditation body.
- 4.9. Maintain appropriate and accurate records.
- 4.10. Actively participate in regular support and supervision with the Manager, including continued professional development and performance reviews.
- 4.11. Ensure Community Housing Regulatory Information System (CHRIS) portal is updated and maintained as required.

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 Driver's Licence.
3. A current NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

5. Qualifications in a housing, property management or project management area and/or demonstrated experience of at least five years in a housing, property management or tenancy management area.
6. Demonstrated ability to build relationships and communicate effectively with key stakeholders including community members, community services and government departments.
7. High level of communication skills, including written, interpersonal, and negotiation.
8. Project, budgeting and financial management experience.
9. Demonstrated computer literacy and adaptability to a variety of programs.
10. Well-developed organisational skills, including ability to deal with multiple and often conflicting priorities, and strong problem solving, attention to detail and analytical skills.
11. Customer focussed, action orientated, flexible and innovative.
12. Self starter with the ability to work under general direction as part of an integrated program.

Desirable for Position

13. Project management experience preferably with residential properties.
14. Experience working with all types of contractors within the residential field.
15. Knowledge of Community and Public Housing arena in Australia and accommodation legislation in the Northern Territory.
16. Knowledge of the NDIS, particularly related to Supported Shared Homes.
17. Awareness of and sensitivity to needs of a diverse range of people and ability to adopt an equitable approach.

Position Description Approval

Approved by	Fred Docking, Executive Manager - Services
Date approved	30 October 2024
Signature	