

# Position Description

<b>Title</b>	Community Housing Maintenance Co-ordinator
<b>Business Unit</b>	Housing & Property Division
<b>Location</b>	As per employment agreement
<b>Employment type</b>	As per employment agreement
<b>Reports to</b>	Team Leader, Business Support and Compliance

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

Uniting Housing's commitment to engage with our communities reflects our vision for a healthy and inclusive community where everyone can build on their strengths and enjoy better health, social and economic opportunities. This role supports the Housing Operations team and will oversee the delivery of maintenance, compliance and improvement across the state-wide property portfolio.

### 2. Scope

**Budget:** Spend within delegation

**People:** Nil

### 3. Relationships

#### Internal

- Uniting Housing and Property Services Team
- Uniting Housing & Property Division
- Uniting support services teams

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#### External

- Renters Consumers
- Local Government Agencies
- Partner Agencies
- Department of Health, and Human Services; Homes Victoria
- Philanthropic organisations
- Uniting Church Congregations
- Local service agencies
- Other Community Housing Organisations

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## 4. Key responsibility areas

### Service delivery

- Oversee the administration of responsive maintenance, receiving and processing maintenance requests, reporting and liaising with contractors and internal tenancy/maintenance staff to ensure the smooth delivery of maintenance services to Uniting Vic Tas renters.

### Administration

- Receive maintenance requests from the Housing Team and/or renters
- Prepare maintenance orders on Chintaro and/or relevant maintenance system, where necessary
- Distribute maintenance requests to Private Landlords, and Uniting contractors using Coupa and/or relevant system.
- Provide regular follow up of maintenance completion with contractors
- Close jobs on Chintaro and Coupa
- Scope minor upgrade works and vacated maintenance
- Provide regular updates to renters and/or housing team in relation to completion of maintenance
- Prepare and collate invoices for reimbursement from private Landlords, contractors and/or other relevant stakeholders as necessary
- Handle renter queries on outstanding maintenance/repairs
- Close maintenance jobs on system as completed
- Maintain financial records, such as accounts payable and receivable transactions and budget monitoring
- Provide maintenance reports to internal stakeholders as requested
- Update Renter/Landlord contact details on the systems, including after-hours contacts/service contract
- Liaise with housing team in relation to property access where required;
- Manage maintenance complaints, escalating where necessary;
- Participate and/or manage maintenance satisfaction surveys as required;
- Maintain the key register
- Travel to properties to assess works, prepare scope and provide access to contractors
- Assist in managing property service contracts, as required.
- Consult with housing team in relation to major maintenance work where disruption to the renter is anticipated and collaborate with housing officers to support with keeping vacancy rates to a minimum

### Quality and risk

- Ensure maintenance is delivered within the legislated timeframes of the relevant Act
- Where risks are identified, report through management lines for action
- Report areas of serious risk to supervisor and work together to mitigate those risks.

### People and Teams

- Be an engaged member of a productive team
- Provide support, individual leadership, and empowerment to the team including feedback through team meetings and workshops.

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- Participate in regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful, and enthusiastic work environment
- Work autonomously and as part of the team and manage time and work priorities effectively

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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## 5. Performance indicators

- Renter Survey results indicate positive satisfaction with maintenance delivery services achieve >90% renter satisfaction survey in maintenance services
- Delivery of maintenance meets Regulatory Performance Indicators delivery timelines; vacated maintenance (<14days), emergency repairs (<24 hours) and responsive maintenance (<14 days).
- Delivery of maintenance meets RTA legislative delivery timelines; vacated maintenance; emergency repairs (<24 hours) and responsive maintenance (<14 days).
- Quality checks on maintenance jobs, as required
- All properties meet safety requirements under the RTA and any related legislation
- Reporting of all maintenance data is managed within Uniting systems within the required timeframes > 100% of jobs closed on Chintaro when completed and/or other data base

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## 6. Person specification

### Experience

- Proven customer service experience
- Excellent understanding of the Residential Tenancies Act
- Demonstrated experience in housing and property management
- Established skills with MS Office (Excel, Word, Outlook and PowerPoint) and experience using tenancy or property management software
- Strong analytical and interpersonal skills
- Proven written and oral communication skills
- Proven organisational and administrative skills

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- Exceptional administration and co-ordination skills
- Excellent communication and stakeholder engagement skills
- Experience in the community housing and/or homelessness services sectors (highly desirable)

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
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- Knowledge of legal aspects relation to tenancy/property management including Victorian Residential Tenancies Act 1997.
- Knowledge or understanding of the Housing Regulatory system.
- Knowledge of property maintenance and repairs
- Ability to prepare scopes for maintenance contractors.
- Sensitivity to, and understanding of, marginalised sectors of the community including people experiencing housing crisis.
- Proven ability to work cooperatively and supportively in a team environment and to work independently and autonomously.
- Demonstrated ability to multi-task and time manage to effectively meet deadlines.
- Well-developed written and verbal communication skills
- Sound administrative skills, including high to advanced computer literacy skills.
- Current Victorian driver's license (essential)

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## 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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## 8. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date: