



Property Coordinator

Foundation Housing is a not for profit organisation at the forefront of the management and development of affordable housing in Western Australia.

We are currently looking for a Property Coordinator for our 'Home for Carers' programme on a full time basis working from our Leederville office with some regional travel required.

The 'Home for Carers' programme secures properties in the private rental market for children in care and their carers and is managed by Foundation Housing, with funding provided by Department of Communities. The purpose of the programme is to unite a child/ren in foster care with a family member who is willing to care for the child, but who doesn't currently live in a home suitable for the child to move in to. Usually, this is due to the existing home being too small. The tenants are selected by the Department of Communities and referred to Foundation Housing for placement.

We are seeking a 'Homes for Carers' Property Coordinator to carry out tenancy management and to initiate marketing strategies and raise awareness of the program with landlords with suitable properties throughout the metropolitan and some regional areas.

Role Responsibilities:

- Proposing the program to relevant landlords, including contacting landlords advertising their properties on websites such as Gumtree.
- Engaging with landlords interested in the joining the program. This will require extensive knowledge of the nature and aims of the program and the financial and legal rights and responsibilities of all parties to the program.
- Negotiating with landlords regarding rents and other matters that require resolution prior to entering a formal contract.
- Meeting with owners and visiting prospective properties.
- Liaising with relevant officers of Department of Communities, in relation to tenants for the programme
- Assisting with tenant placement e.g. attending home opens with Carers.
- Undertaking tenancy and property management including inspections, sign ups, property condition reports and day to day tenancy management
- Preparing regular reports regarding the progress of the program against agreed KPIs

The holding of a National Police Clearance and Driver's License are essential.

Foundation Housing provides a stimulating, positive and supportive work environment in what can sometimes be a challenging sector. The organisation has a very clear set of values that assist staff in their day-to-day dealings with tenants, residents, stakeholders and other staff. As a not-for-profit organisation, staff members are also entitled to receive salary packaging benefits.

For more information and to view the full job description please visit our website at www.foundationhousing.org.au. To be considered your application should include a copy of your resume and a covering letter addressing the essential criteria for the position which can be found in the job description.

Applications to be received no later than 9am Monday 5 February 2018.

Position Identification:

Title:	Property Coordinator-Homes for Carer's	FHL Level:	Level 6
Department:	Business Development	Agreement/Award:	EBA
Reporting to: <i>(Position)</i>	Manager – Managed Property Portfolio	Date last updated: By whom:	09/01/18 Jo Arthur

1. Purpose of Position:

This programme secures properties in the private rental market for children in care and their carers.

It is managed by Foundation Housing Ltd, with funding provided by Department of Communities.

The purpose of the program is to unite a child/ren in foster care with a family member (such as a grandparent) who is willing to care for the child, but who doesn't currently live in a home suitable for the child to move in to. Usually, this is because the existing home is too small. The tenants are selected by the Department of Communities and referred to Foundation Housing for placement. Only tenants who have demonstrably good tenancy records are considered for the programme.

This programme is currently run in Perth Metropolitan area, and will be expanding to regional areas.

2. Key Working Relationships:

Internal: Manager – Managed Property Portfolio Business Development Team Housing staff within the team Marketing staff Finance Department	External: Private home owners Tenants Other private sources of properties Support agencies Government funders Property neighbours
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3. Accountabilities and Responsibilities:

- Overall responsibility for management of the Carer's programme, including sourcing properties and acting as the first point of contact for property owners and tenants
- Contribute to the development of establishing this programme in regional areas
- Undertaking full tenancy and property management including inspections, sign ups, property condition reports and day to day tenancy management
- Work with marketing staff to develop strategies for sourcing of properties from the private market
- Represent Foundation Housing at external forums and meetings to promote the private rental programs and raise awareness of opportunities
- Make proactive approaches to sources of private housing to secure properties for use in the programs
- Undertake property viewings to assess suitability for programs

- Conduct negotiations with owners to secure private rental homes
- Prepare documentation for use with owners and tenants
- Manage any complaints or issues arising with owners and/or tenants
- Implement systems to ensure all contractual and compliance obligations are met in the provision of the tenancy management service and in obligations to owners
- Provide financial data to ensure owners are appropriately remunerated in accordance with their agreements and that financial records are up to date
- Liaise with other internal stakeholders (Assets and Finance in particular) to ensure consistent standards of service delivery across the full scope of the management contract
- Liaise with external stakeholders (State and federal government departments, referral and support agencies, owners etc) as required to manage contracts and meet KPIs
- Manage relevant budgets and ensure adherence to cost structures, delegated authorities and reporting requirements
- Other duties as required by the Manager – Managed Property Portfolio and Business Development team.

4. Competencies:

- Proactive self-starter who has good communication skills and can build relationships with both internal and external stakeholders
- Effective time manager and planner who can work autonomously to achieve outcomes
- Good time management skills, and adapts well to varying pressures within the job role
- Overcomes issues and challenges with a positive outlook and is solution focused

5. Culture and Values:

We care for people:

Giving people our time

Listening well

Being kinder than need to be

Understanding that everyone's story is unique and of equal value

Actively looking for the strengths in others

We own all of our decisions and actions:

Admit mistakes, learning from them and fixing things up

Respecting organisational policies and procedures and following them

Having the courage to make the tough decisions and stand by them

We are passionate:

Caring intensely about the work we do

Inspiring others with excellence

Celebrating success

Embracing and driving change

We focus on finding solutions:

Providing timely and accurate information to others so that solutions can be found

Understanding that others often know the solutions to their own problems and assisting them to find their own way forward

Not bring just the problem but ideas about possible solutions

We are always honest:

Providing well thought out and constructive feedback

Initiating the challenging and tough conversations

Saying what you are thinking and doing what you say

Nurture relationships:

Having fun together

Earning the trust of others

Checking in with people regularly particularly when things are tough

Respecting people for who they are and for their knowledge, skills and experience as individuals and team members

6. Safety Awareness:

Level 1 to 6

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to;

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR

7. Work Related Requirements/Selection Criteria:

Essential Skills:

- Minimum 2 years' housing experience within a client servicing role
- Exceptional verbal and written communication skills with the ability to communicate effectively with a wide range of stakeholders and to represent Foundation Housing in a professional manner that enhances the organisation's external reputation
- Experience of negotiating – and an understanding of – third party contracts
- Experience in, and a commitment to, delivering excellent levels of customer service.
- Demonstrated knowledge of the Residential Tenancies Act and its application in the private and public sectors
- Experience of marketing techniques and knowledge of different avenues to secure properties or attract landlords
- Experienced user of Microsoft products
- A current WA driving licence
- A National Police Clearance Certificate
- Ability to travel to regional areas, as required

8. Position Dimensions:

Number of staff directly reporting to position	Nil
Work Locations	Based at Leederville office. Travel around Perth metro area and regional travel as required

Employee Name: _____

Signature: _____