



Job Title: **Housing Officer**

Responsible to: Maintenance Manager

Classification: According to qualifications and experience

Status: Contract

Objective

Ilowra is committed to providing quality Specialist Disability Accommodation (SDA). The objective of this position is to ensure every SDA home has a key point of contact, access support and responsive maintenance.

Role

The Housing Officer is the local Ilowra contact in the geographical area of the dwelling. They show the property and its features, and provide maintenance coordination support.

Key Responsibilities

- In partnership with the Vacancy Manager show new properties to prospective residents and their representatives
- Facilitate access to the property for the Supported Independent Living (SIL) provider in line with resident choice and SDA-SIL agreement.
- Show residents and SIL providers how to use any house technology
- Undertake or engage contractors to complete approved responsive maintenance
- Minimise maintenance and access impacts on residents and SIL providers
- Oversee external contractors and trades people on site to ensure maintenance is carried out to budget, standards and timelines
- Monitor scheduled maintenance to ensure it is carried out to standards and on time.
- Undertake regular property inspections and follow up as required
- Ensure after-hours/emergency maintenance coverage and (where possible) requests are responded to within timeframes specified by Ilowra Policies and Procedures.
- Comply with Ilowra policies, procedures and initiatives
- Develop an understanding of residents' property needs and respond to resident feedback on maintenance and access

Administration and Reporting

- Administer, record and report maintenance in compliance with Ilowra policies and procedures
- Maintain a local Approved Contractor and Supplier list and ensure their compliance with relevant standards

- Provide regular local maintenance and access reports or information as required

Work Health and Safety

- Follow and promote safe work practices in line with policies and procedures to ensure the safety of everyone living, visiting and working in Illowra SDA
- Maintain SDA according to quality standards
- Prioritise maintenance that affects safety
- Induct contractors on safety and resident requirements
- Consult/inform residents and SIL about maintenance and contractor site visits
- Conduct maintenance hazard assessments and follow up identified hazards

General

- Undertake other related duties as required by the line manager
- Undertake training as required
- Work in line with environmentally sustainable, best practice, good design principles

Contacts

Maintenance Manager
Local contractors and suppliers
Vacancy Manager
Residents and their representatives
Local Area Coordinators / Support Coordinators
SIL staff
Managing Director
Finance and Governance Manager

Key Selection Criteria

Mandatory

- Excellent communication skills
- Enjoy working well with and for a range of people
- An ability to gain cooperation of stakeholders, manage competing interests and prevent/resolve conflict
- A positive, flexibility approach
- Good problem solving skills and initiative
- Understanding of responsive and cyclical maintenance and relevant regulations in a residential property portfolio
- Experience in the planning and delivery of property maintenance to agreed scope, time and budget
- Experience in providing maintenance and engaging/overseeing contractors and suppliers
- Clear and concise report writing
- Computer literacy
- Current Australian driver's licence
- Available for on call duties
- Current National Police Check

- Working with Children Check

Desirable

- Experience working with people who have a disability
- Understanding of SDA
- Relevant qualification

Further Information

For further information please contact **1300 455 697 (1300 illowra)**

Privacy

By applying for this job vacancy, you consent to Illowra managing your personal information as outlined in the Privacy Policy. You are able to request, at any time, to view and update the personal information that Illowra holds about you.

Policy Matrix: Staffing	
Version	Details
Final V1	12 February 2019
Endorsed	Managing Director
Changes	