



## POSITION DESCRIPTION

### Property Compliance Officer

#### OVERVIEW

**PROGRAM:** Operations

**POSITION REPORTS TO:** Team Leader Maintenance and Operations

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#### ORGANISATION CONTEXT:

##### Vision

Aboriginal Housing Victoria's (AHV) vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

AHV is the first Aboriginal housing agency to be registered as a Housing Provider in Victoria and it is also the largest. Our tenants are assured of access to an Aboriginal landlord and personalized and culturally sensitive services for Aboriginal people which helps to maintain and strengthen Aboriginal communities and cultural ties.

AHV provides housing to approximately 4,000 low income Aboriginal Victorians in 1,522 properties, representing 8% of the Aboriginal population. AHV manages tenancies across metropolitan and regional Victoria with the largest number in the Loddon Mallee (302), Gippsland (219), Hume (198), and the Northern (187) and Southern (167) Melbourne Metropolitan areas.

AHV is in the process of seeking transfer of the title of 1449 properties currently owned by the Director of Housing and managed by AHV. This represents further progress toward achievement of the original ambition of AHV's founding Elders to achieve self determination and provide culturally responsive housing services.

##### Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non Aboriginal community.

**Respect and support** for Aboriginal identity and culture and for our tenants and stakeholders

**Striving for excellence** through leadership in Aboriginal housing and best practice service delivery

**Integrity, trust and honesty** in all our business activities

**Collaborative relationships** with our community, tenants, government and stakeholders

**Kindness, compassion courtesy and dignity** in our relationships with our clients, our stakeholders and with each other

In 2015/16 AHV is looking to become recognized and accredited as a workplace taking active steps to stop men's violence against women under the White Ribbon Workplace Accreditation Program and has a zero tolerance approach to violence.

AHV is also committed to promoting and protecting the interests and safety of children.

**PROGRAM INFORMATION:**

Maintenance and Operations sits within the Operations Division which also includes Tenancy and Client Services. The Division is responsible for the delivery of a range of services including client enquiries, managing waiting lists, allocations, rent payment, arrears, property management and maintenance works and life skills support.

**PURPOSE OF THE POSITION:**

The Property Compliance Officer (PCO) is primarily responsible for the inspection of AHV properties and assessment of their condition for the purposes of assisting AHV understand the condition of its housing stock and to contribute to the development of capital works programs and effective management of assets.

The PCO activities will contribute to ensuring AHV achieves its strategic directions as set out in the business plan by assisting the organisation to understand the quality and condition of the stock it maintains and manage its assets in accordance with AHV's strategic objectives. This in turn will support AHV in its contribution to the self determination and self management of the Victorian Aboriginal Community.

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**KEY RESPONSIBILITIES**

- Inspection of properties and assessment of their structural condition and maintenance requirements.
- Raise work orders and ensure completion of work in accordance with required specifications and standards.
- Collection of property related information to support AHV's asset management functions including updating the asset register in SDM with property information and accurate maintenance of property records.
- Preparation of reports outlining the condition of individual properties
- Management of inspection schedules
- Taking direction from AHV staff undertaking strategic asset management functions in relation to the maintenance of the asset register.
- Report back to the Director of Operations and the executive management group on property related matters.
- Contribute to the ongoing development of asset and maintenance related policies and procedures
- Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base understanding that not all duties will be necessarily performed at all times.

## QUALIFICATIONS AND LICENSES

- A relevant trade qualification or the equivalent experience.
- Victorian driver's licence.

## KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Sound knowledge and experience in the application of relevant statutory Building Codes, Acts and Regulations and residential construction techniques and methods.
- Up to date knowledge of current quality assurance and OH&S standards in relation to the residential building industry.
- The ability to monitor data integrity and apply appropriate procedures for maintaining accurate records.
- The ability to build rapport and work with clients with complex needs.
- Strong written and verbal communication skills, and the ability to present to a range of audiences
- Knowledge of the community housing sector and an understanding of the issues it faces.
- Strong attention to detail and exceptional time management skills with the ability to prioritise a demanding work load.
- Ability to work autonomously and to operate at a high level of personal responsibility for the effective completion of tasks.

## EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment
- AHV is an equal opportunity workplace
- AHV promotes a smoke free workplace
- A current National Police records check and relevant valid state Working With Children Check are required
- Attend mandatory and other training as required

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....