

# Position Description

<b>Position title</b>	Property Service Desk Officer
<b>Program/Unit</b>	Property Team
<b>Classification</b>	SCHCADS - Dependent on qualifications & experience
<b>Position reports to</b>	Property Team Leader

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## Organisational context

Established in 1997, MacKillop Family Services (MacKillop) strives to ensure all families are supported to provide children with a safe and permanent home, and the best possible start to their lives.

Continuing the child and family welfare programs of our three founding agencies - the Sisters of Mercy, the Sisters of St Joseph and the Christian Brothers - we provide early intervention programs to support the most vulnerable families, and provide education, disability support, home-based care and out of home care for vulnerable children and young people in Victoria, New South Wales and Western Australia.

MacKillop has almost 1,500 staff, operating out of more than 50 sites, and has forecast annual revenue for the 2022/23 financial year of over \$213 million.

Like our founders, we are deeply committed to our work, and are driven by social justice. We believe every child should be protected from abuse, neglect and exploitation, and are a child-safe organisation that is committed to protecting and advocating for the best interests of children and families across all our programs.

Our work is underpinned by our values, and by a deep understanding of the impact of trauma, informed by the Sanctuary Model. Sanctuary is a blueprint for organisational change, which supports organisations to provide a safe, non-violent environment for people affected by trauma. It also supports staff and carers to form communities that are safe and caring, and to maintain a culture that reflects these qualities at every level within the organisation. MacKillop is the only licensed provider of training in the Sanctuary Model in Australia.

MacKillop is deeply committed to promoting diversity. Our diversity encompasses differences in race or ethnicity, gender identity, gender expression, intersex status, sexual orientation, language, age, religion, socio-economic status, relationship status, physical and mental ability, thinking styles, experience, and education. We believe that the wide array of perspectives that results from such diversity makes us more creative, flexible, accessible and productive.

## Our purpose

MacKillop Family Services continues our founders' passionate commitment to social justice - to work for the rights of children, young people and families to be safe, to learn, feel nurtured and connected to culture. We provide high quality services to promote healing from trauma and loss, and to enable hopeful futures.

MacKillop Family Services will care compassionately, respond large-heartedly and advocate courageously.

## Our vision

Children, young people and families are welcomed and supported by MacKillop to be empowered and thrive.

## Our values

We commit to the following five foundational values which we continue to embed in the culture of our organisation and practice:

**JUSTICE.** We believe in the right of all people to experience respect and to have access to quality services irrespective of sex, race, ethnicity, culture, language, religion, marital status, disability, sexuality or age. We advocate for inclusiveness and social justice in the wider community and commit to these principles across our organisation and all services we provide. ***We believe in the right of all people to be treated justly and fairly.***

**HOPE.** We commit to creating positive and hopeful relationships where people find meaning in their experiences and relationships and are able to learn, explore their strengths and create possibilities for growth and change. ***We seek to foster hope that assists people to find meaning.***

**COLLABORATION.** In our work with individuals, families and other organisations and groups, we commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment. ***We commit to working in a collaborative spirit through cooperation, coordination, partnership and empowerment.***

**COMPASSION.** Compassion is an attitude of the heart, an expression of our shared humanity and a deep desire to alleviate another's suffering. We commit to creating an attitude of openness to others and to their circumstances. ***We seek to foster compassion, an attitude of the heart and a response to exclusion and suffering.***

**RESPECT.** We value ourselves and other people, the earth and all creation. We seek to listen and learn from each other and build relationships with respect, being proud of what we hold in common and with understanding and tolerance of our differences. ***We seek to act with respect with regard to each other, the earth and all creation.***

## Our Sanctuary Commitment

Our values are brought to life through our commitment to the Sanctuary Model. Sanctuary is an evidence-supported, whole-of-organisation framework that guides how we practice as an agency. Sanctuary enables a shared language, knowledge, and response to the impact of trauma and loss on all of us.

Our seven Sanctuary Commitments are as follows:

- Non-Violence - Mean what you say and don't be mean when you say it
- Emotional Intelligence - Look out for yours and other people's feelings
- Social Learning - We all learn from, and teach each other
- Democracy - Everyone is heard
- Open Communication - Be honest and share information
- Social Responsibility - We all help each other ... It takes a village to raise a child
- Growth and Change - Open to new ideas and ways of thinking

## Position purpose

This position is situated within the Property Team of the Corporate Services Unit located at Central Office at 237 Cecil St South Melbourne. The Corporate Services Unit manages all financial, legal, corporate risk & compliance, insurance, property, vehicle fleet and information communication technology services for the organisation.

The Property Service Desk Officer will assist the Property Team Leader with the management of maintenance for MacKillop properties, contractor management, invoicing and any other relevant administration duties.

The Property Service Desk Officer is a member of the Property Team and reports to the Property Team Leader

## Primary objectives

- **Properties:** To assist property team staff with the management of properties that are either leased, licensed or owned by MacKillop.
- **Maintenance:** To effectively manage and action all building and grounds responsive maintenance requests on a daily basis.
- **Contractors:** To assist property team staff with the management of preferred contractors, in particular with maintaining good contractor working relationships.
- **Security:** To assist property team staff with the management of building security, particularly with maintaining an accurate key register.
- **Administration:** To effectively manage the processing of invoices relating to maintenance requests and to ensure that database records and online systems are current and up to date.
- **Teamwork:** To provide support to all Property Team staff and the Corporate Services Unit as a whole, through effective participation as a team member.

## Key result areas and responsibilities

The Property Service Desk Officer will:

- *Properties*

*Assist with providing information for insurance claims relating to building or grounds; manage bookings for the Shoreham camp site and arrange tax invoices for its use; assist with connecting/disconnecting utilities at properties as required*

- *Maintenance*

*Action all responsive maintenance requests lodged via phone, email or online systems pertaining to unforeseen building and grounds damage, malfunctioning equipment, door furniture and locks, utility supply issues and any other adhoc repairs including those of an OH&S concern following approval process as per organisation Delegation Chart and ensuring these requests are followed up and completed by approved contractors in a timely manner*

- *Contractors*

*Assist Property Team Leader to maintain Contractor Management database ensuring records are current and up to date, ensuring all contractors have completed MacKillop On-Line OH&S Contractor induction course, assisting in maintaining up to date preferred contractor list and maintaining good contractor working relationships at all times*

- *Security*

*Assist property team staff to maintain an accurate key register for all sites and have good awareness of processes around duress and access control systems.*

- *Administration*

*Ensure all invoices relating to maintenance requests are processed in a timely manner, maintain accurate and detailed records of maintenance in online systems and databases, carry out filing and assist with maintaining current team induction notes*

- *Team Work*

*To be committed to team work where MacKillop's values are evident in one's daily communication, contribute to team morale by interacting with others in a supportive and encouraging manner and liaise and work closely with other MacKillop managers and administrative staff.*

## **Key selection criteria**

The incumbent will have:

- *A knowledge and understanding of Aboriginal culture and values and an awareness of the current issues faced by Aboriginal children, young people and their families*
- *Highly developed computer skills in Outlook, Word, Excel and Visio*
- *Highly developed communication and report writing skills*
- *A willingness to provide quality, high level, prompt customer service*
- *A willingness to contribute in a collaborative and team context*
- *Sound Organisational and time management skills*
- *Previous experience in property maintenance preferred but not essential*
- *Previous experience in or knowledge of contractor management preferred but not essential*
- *A professional and customer focused approach to the position*
- *Support for the mission and ethos of MacKillop Family Services.*

## Other information


The incumbent is required to:

- Sign and actively abide by MacKillop's Code of Conduct.
- Observe and actively support MacKillop's P.8 People and Workplace Policy.
- Observe and fulfil health and safety responsibilities as contained within 'WHS-P-001 Responsibility Statements' document.
- Attend mandatory and other training as required.
- Actively participate in MacKillop's Bid Management process as required.
- Participate in and promote continuous quality improvement processes.
- Promote an environment that is culturally safe and strengths focussed.
- Abide by principles and commitments of the Sanctuary Framework.
- Incorporate cultural safety into your practice with Aboriginal families.

The incumbent must possess a:

- Valid and current Driver's Licence.
- Valid and current Working with Children Card.
- Valid and current NDIS Worker Check (for NDIS risk assessed roles).
- Satisfactory criminal history check conducted by MacKillop Family Services.

## Approval

<b>Director or General Manager's full name:</b>	Graham Boal 	<b>Date:</b>	22 August 2022
<b>Director or General Manager's position title:</b>	Group Director Corporate Services		
<b>Incumbent's full name:</b>			
<b>Incumbent's signature:</b>		<b>Date:</b>	



*MacKillop Family Services acknowledges Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the Traditional Owners and Custodians of the land on which we live, work and play. We pay our deep respects to Elders past and present and acknowledge all Aboriginal children, young people, families and staff who are a part of MacKillop Family Services.*



*MacKillop celebrates and draws strength from diversity and respects the dignity of all people. Every person at MacKillop has the right to be safe and to be treated justly. We value every person's cultural or linguistic background, ethnicity, sexual orientation, gender identity, gender expressions, intersex status, relationship status, religion or spiritual beliefs, socio-economic status, age, and abilities.*