

POSITION DESCRIPTION

Position Title	Property Manger
Reports to	Team Leader
Team	Housing
Location	St Kilda
Permanent	0.8 FTE
	SCHADS Level 4

Agency Overview

St Kilda Community Housing (SCH) was formed in 1984 to ensure that vulnerable people in our local community were provided with safe, affordable housing. The housing pressure over the intervening forty plus years has only increased, and our goal has remained the same. We currently have a portfolio of twenty properties, with a mix of self-contained units and shared rooming house rooms. In addition to managing our own portfolio of properties, we manage properties owned by the state government and by other community partners.

SCH provides housing for low-income singles over 18 years of age and at present there are more than 311 residents among our twenty properties.

Our Mission

To provide homes for people, so no one misses out, and make sure the housing works.

Vision

To be the solution to local homelessness.

Purpose Statement

We exist to provide disadvantaged local people with safe, affordable homes. We know that our mission allows people to settle, to recover and to thrive.

Our Values

Optimism

We believe in people, in their capacity for change, and work with them to achieve their goals.

Perseverance

We know our work is hard, and important, and go the extra mile to get it right. We back our judgement and give people every chance to succeed.

Empathy

We aim to work with people wherever they are at on their journey, with compassion, and without judgement.

Collaboration

We partner in good faith, and this amplifies our impact and supports great outcomes.

Position Overview

The Property Manager is responsible for delivering professional, ethical, and tenant-centred housing and tenancy services in line with SCH policies, procedures, and applicable legislative and regulatory requirements.

Responsibilities

Duties of the role may include, but are not limited to the following:

- Deliver tenancy management services in accordance with the Residential Tenancies Act (RTA), SCH policies and procedures.
- Build and maintain strong, respectful relationships with renters, focused on successful long-term tenancies.
- Respond promptly to maintenance requests and liaise with the Maintenance Team to ensure timely resolution.
- Conduct regular property inspections, identify issues, and initiate timely responses to concerns.
- Support the rent management process, including rent calculation, monitoring, early intervention, and arrears prevention.
- Connect renters with appropriate external supports (e.g., mental health, AOD, family violence, and trauma informed services) to address underlying causes of tenancy instability.
- Attend and participate in regular staff meetings, supervision, relevant training, external forums, and networks.
- Ensure compliance with SCH policies and procedures.
- Undertake other duties as directed and which are consistent with the position.
- Uphold and enhance the reputation of SCH.

Key Selection Criteria

1. Demonstrated experience in tenancy management, homelessness services, or community housing, with a strong understanding of issues related to housing instability, trauma, and chronic disadvantage.
2. Proven ability to engage assertively and empathetically with individuals with complex needs and challenging behaviours, particularly women with lived experience of homelessness, mental illness, and/or substance use.
3. Strong knowledge of referral pathways and support services relevant to tenancy sustainment, including mental health, AOD, family violence, and other community-based supports.
4. Demonstrated skills in crisis intervention, de-escalation, and harm minimisation, with a capacity to respond quickly and appropriately to tenancy risks and emerging issues.
5. Excellent organisational and administrative skills, including the ability to manage a small but intensive caseload, maintain accurate records, and report on outcomes.
6. Commitment to trauma-informed, gender-sensitive, and culturally safe practice, with a demonstrated understanding of how structural disadvantage affects women experiencing homelessness.

7. Teamwork and Workplace Culture: Actively contribute to fostering a positive workplace culture by collaborating effectively with colleagues, promoting a supportive environment, and participating in team-based initiatives.

Desirable:

- Current Victorian Drivers License

Other Requirements:

- National Police Check (or willingness to undergo)
- First Aid Certification (preferred)

Equal Opportunity

St Kilda Community Housing is an equal opportunity employer and is committed to building an inclusive and diverse workforce that reflects the community we serve.

