

## Position Description

### Property Maintenance Officer (Handy Person)

#### Position Summary

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<b>Position</b>	Property Maintenance Officer (Handy Person)
<b>Reporting to</b>	Director of Services
<b>Direct reports</b>	Nil
<b>Department</b>	Service Delivery
<b>Classification</b>	SCHADS Level 4
<b>Status</b>	Permanent Part-time (0.8 FTE)
<b>Location</b>	Corporate Services Office
<b>Probation</b>	Six months
<b>Key relationships</b>	Internal: CEO, Director of Services, Corporate Services staff, Service Delivery staff External: Contractors, suppliers, clients, neighbours, DFFH, Homes Victoria regulatory bodies, utility companies, community organisations

#### About Refuge Victoria

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Refuge Victoria is an independent not-for-profit organisation that has grown to become one of the largest providers of specialist family violence refuge accommodation in Victoria. We support people at serious risk due to family violence, providing refuge and crisis accommodation, safety planning and management, and support to build a safer and better life.

Refuge Victoria operates three refuge facilities and 15 crisis properties, and our partnerships with community housing associations provide nomination rights to a further 35 transitional homes. We employ staff across two main refuge sites in Melbourne's east and one site in the Melbourne's west, as well as our corporate office. We are funded by the Department of Families, Fairness and Housing (DFFH) and the generous support of donors.

#### Our Vision

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For people escaping family violence to live safe and free.

#### Our Values

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##### Compassionate

We care deeply about the work we do and who we do it for.

##### Empowering

We empower people to become more confident and make informed decisions.

##### Collaborative

By working together and sharing knowledge, we continue to strengthen our culture and outcomes.

##### Integrity

We are respectful and transparent and will always hold ourselves to account.

##### Committed

We are committed to providing the best care and outcomes for our clients through continuous improvement of our services.

## Our Model

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The Refuge Victoria model is premised on a “wraparound” process of service delivery. Refuge Victoria assesses and monitors family violence risk and provides intensive, holistic and individualised care planning and case management. Our staff work alongside survivors of family violence to develop plans to support problem solving, coping skills and self-efficacy. Refuge Victoria’s exit planning is essential to our service as our clients are with us for an average of six weeks.

The Refuge Victoria philosophy of care begins with the principle of “voice and choice” where self-determination and the perspective and views of the family, including that of the child or young person. The wraparound approach places the individual and family at the centre and builds a support team around them to drive change, in conjunction with our partner agencies. A strength-based approach is taken to identify and build capabilities, capacity and resources to empower victim survivors of family violence. Services are individualised, flexible, community based and culturally competent.

## The Role

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Working across all areas of the organisation the Property Maintenance Officer is responsible for the general maintenance and property coordination of Refuge Victoria’s 18 refuge units and 15 refuge properties.

The role is responsible for executing various tasks to support service delivery goals, focusing on maintaining property, gardens, and equipment. Tasks may be planned or reactive in response to crisis.

The Property Maintenance Officer may have to manage several projects at the same time and may be interrupted frequently to meet the needs and requests of clients, staff, and contractors.

## Key Accountabilities

Core Responsibilities	Indicators of Success
<b>Hands-on Maintenance and Repair Work</b>	
<ul style="list-style-type: none"> <li>• Perform a wide range of handyman tasks, including carpentry, plumbing, electrical work, painting and general repairs.</li> <li>• Coordinate vacancy cleaning and collaborate with the referrals coordinator, Team Leaders and Managers to ensure property readiness.</li> <li>• Troubleshoot maintenance issues and ensure timely completion of tasks.</li> <li>• Collaborate with suppliers, neighbours, DFFH and Homes Victoria to resolve maintenance challenges</li> <li>• Ensure maintenance work undertaken is compliant with building compliance standards and WHS.</li> </ul>	<ul style="list-style-type: none"> <li>• High percentage of maintenance tasks completed within target timelines</li> <li>• Reduced number of</li> <li>• Increased property turn over times</li> <li>• Positive feedback from clients and stakeholders</li> <li>• Refuge Victoria's units and properties are safe, sustainable and homelike as a result of the timely undertaking of maintenance tasks</li> </ul>
<b>Property Inspections and Planning</b>	
<ul style="list-style-type: none"> <li>• Conduct regular property inspections at all sites to identify maintenance issues and ensure timely</li> <li>Develop and implement a prioritised maintenance plan based on inspection findings</li> <li>• Utilise the Tickit/Fresh Desk system to track and manage property related incidents and tasks.</li> <li>• Contribute to the development and implementation of the Housing Master Plan.</li> </ul>	<ul style="list-style-type: none"> <li>• Prompt identification and repair of maintenance issues</li> <li>• Clear and up to date tracking of maintenance issues across all properties and accessible in real time.</li> </ul>
<b>Building Improvement Projects</b>	
<ul style="list-style-type: none"> <li>• Actively participate in the planning and implementation of building improvement projects.</li> <li>• Provide hands on support to ensure projects are completed within scope, budget and timeline.</li> <li>• Obtain quotes for budget contributions and regularly report project progress to stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Successful completion of building improvement projects</li> <li>• Projects completed</li> <li>• Project transparency through up to date reporting and documentation</li> </ul>
<b>Admin</b>	
<ul style="list-style-type: none"> <li>• Legislative compliance (including but not limited to Child Safety Standards, Human Services Standards, Privacy and Data Protection)</li> <li>• Sound understanding of and adherence to Refuge Victoria Policies and Procedures</li> <li>• Participate and contribute to organisational continuous improvement process</li> </ul>	<ul style="list-style-type: none"> <li>• Clear and timely communication with clients, neighbours, contractors, and suppliers regarding maintenance works</li> </ul>
<b>Communication and Reporting</b>	
<ul style="list-style-type: none"> <li>• Maintain effective communication with clients, neighbours, contractors, Homes Victoria, DFFH and suppliers regarding maintenance work.</li> <li>• Provide regular updates and reports on maintenance progress and issues to relevant stakeholders.</li> <li>• Update and maintain client information books, manuals and instructions for staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent adherence to property turnover guidelines and service agreements</li> <li>• Regular reports and updates provided to stakeholders, keeping them informed in real time.</li> </ul>

Core Responsibilities	Indicators of Success
<b>Other Duties</b>	
<ul style="list-style-type: none"> <li>Perform other duties, consistent with the broad spectrum of the position, as required and directed by the Chief Executive Officer or managers.               <ul style="list-style-type: none"> <li>Abide by Refuge Victoria Code of Conduct</li> </ul> </li> </ul>	

## Key Selection Criteria / Position Requirements

<b>Qualifications</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>Trade qualification in carpentry, plumbing, electrical work, or a related field</li> <li>White Card (Construction Induction Card) certification</li> <li>Valid Drivers Licence</li> </ul>
<b>Previous Experience</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>3 years of experience in hands on property maintenance or related trades</li> <li>Experience working in a residential or community housing setting</li> <li>Proven track record of successfully completing maintenance projects</li> </ul>
<b>Required Knowledge &amp; Skills</b>	<b>Essential</b> <ul style="list-style-type: none"> <li>Strong knowledge of building codes, safety regulations, and property maintenance standards</li> <li>Excellent problem solving skills</li> <li>Proficient in using various tools and equipment for maintenance work</li> <li>Good communication and interpersonal skills</li> <li>Basic IT skills for communication, reporting and documentation</li> <li></li> </ul>
<b>Personal Attributes &amp; Values</b>	<ul style="list-style-type: none"> <li>Willing to travel across all sites across multiple suburbs and locations</li> <li>Strong communicator</li> <li>Strong work ethic and commitment to providing high quality maintenance services</li> <li>Ability to work independently and as part of a team</li> <li>Adaptable and open to learning new skills and techniques</li> </ul>

## Our Commitment to Child Safety

Refuge Victoria is committed to protecting children and young people from all forms of harm and abuse. As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct and incident management procedures. Everyone at RV has a role to play in keeping children and young people safe and your role will support and drive this commitment, ensuring individuals and teams behave appropriately towards children and young people at all times.

## Our Commitment to Health, Safety and Wellbeing

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Refuge Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

### All Refuge Victoria employees are required to:

- Comply with all OH&S Management Systems, policy and procedure requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report incidents, hazards or near misses to the relevant Manager/Supervisor (including Tickit entry) and actively participate in hazard elimination where required.
- Contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation.
- Foster employee wellbeing by creating a mentally healthy, inclusive, and safe workplace.
- Participate in relevant health and safety training and inductions based on roles and responsibilities.
- Participate and contribute to work health activities and consultations to maximise safe work environments for clients, employees, volunteers and visitors.

## Immunisation

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You are required to maintain appropriate levels of immunisation in accordance with Refuge Victoria workforce Immunisation/Screening Policies, in the interest of yourself, all staff, clients and visitors.

## Our Commitment to Inclusion

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Refuge Victoria strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to:

- Aboriginal and Torres Strait Islander
- LGBTQI+
- People with disabilities
- People from diverse cultural and linguistic backgrounds
- People of all ages
- People with caring responsibilities
- People with diverse religious beliefs or affiliations.

### All Refuge Victoria employees, contractors and volunteers are required to:

- Take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination
- Undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity
- Address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager
- Participate and contribute in training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity and inclusion
- Raise concerns and/or complaints in a constructive manner, including identifying possible solutions.

### In addition, the responsibilities of managers are to:

- Identify and develop strategies to mitigate bias through employment life cycles, including ensuring diverse interview panels. Seeking out advice from individuals and clients with lived experience when developing new practices, policies and procedures

- Identify and appropriately respond to any unacceptable behaviour reported, to ensure the creation of a safe workplace for all
- Collaborate around key issues and evolving practices relating to Diversity & Inclusion, through supervision, resources or consulting with our Cultural Advisors, PRIDE Group and RAP Committee
- Participate in the development and implementation of inclusion events and strategies
- Role model practices through behaviours, conduct and language with communications reflecting respect and embracing diversity.

## Employment Screening and Required Documents

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Refuge Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- An Australian Criminal History Check
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months in the last 10 years
- a Current Employee Working with Children Check
- Full Victorian Drivers Licence
- Proof of COVID vaccinations.

## Pre-Existing Injury

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Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or disease that might be affected by this position.

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.

## Employee Position Declaration

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I have read and understood the requirements and expectations of the above position description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the key accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all inclusive.

<b>Employee Name:</b>	<b>Signature:</b>	<b>Date:</b>
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