



## Women's Safety Services SA

### Job & Person Specification –Service Delivery

<b>Position Title:</b>	Property Administration Officer		
<b>Classification:</b>	SCHADS Grade 3		
<b>Location:</b>	Southern Suburbs		
<b>Last Reviewed</b>	18/09/2020	<b>Review Due</b>	18/09/2021

<b>Role Reports to:</b>	Reports to Program Manager
<b>Direct Reports:</b>	<ul style="list-style-type: none"><li>N/A</li></ul>

#### KEY PURPOSE OF THE POSITION

The Property Administration Officer is accountable for the effective and efficient administration of properties at regional sites, including coordination of property intakes, inspections, vacancy related processes, implementing lease agreements, and managing ongoing rental payments. The role will also be responsible for coordinating the purchase of supplies for office and accommodation facilities, and for provision of other administrative support for the site.

#### THE ORGANISATION

WSSSA is a women's and children's domestic and family violence service that provides an integrated response to its clients through the provision of specialised, accessible and flexible models of service delivery. WSSSA has a strong and varied history, delivering services across diverse cultures and backgrounds. Our practice model is underpinned by a safety first approach which seeks to ensure that the safety and empowerment of women and their children is paramount in all aspects of service delivery and advocacy.

#### VALUES AND PRINCIPLES

We value and are committed to:

- Safety
- Diversity and Equity
- Respect
- Responsiveness, Flexibility and Innovation
- Knowledge and Accountability
- Community responsibility

#### KEY WORKING RELATIONSHIPS

- Program Manager
- Case Managers
- All WSSSA staff



- External stakeholders

#### KEY RESULT AREAS

- Coordinate all property related matters including unit setups, intakes, lease management and rental payments and property related administration;
- Provide administrative support as required by the Program Manager and Case Management team;
- Maintain information and communication systems for the site, and coordinate responses for issues;
- Coordinate repairs and maintenance of properties and oversee Contractors performing maintenance on site to ensure job completion;
- Purchase supplies and equipment for both office and accommodation facilities;
- Maintain all records and systems relating to accommodation facilities; and
- Maintain petty cash and required record and receipts for purchasing.

#### PERSON SPECIFICATION

##### Essential Qualifications

- Qualification in Administration, Finance or related and/ or experience commensurate with the position.

##### Competencies and Experience

- Significant experience in property administration and/ or property coordination;
- Sound understanding and/ or experience of tasks associated with property intakes such as lease coordination, rental payments, and property inspections;
- Ability to coordinate and assist with unit setups and intakes as required;
- Sound administration skills, including competency in use of full MS suite of products;
- Experience in the maintenance and upkeep of client records using database systems;
- Strong written communication skills, and the interpersonal skills to maintain cohesive relationships with team and other internal and external stakeholders;
- Attention to detail and ability to plan and manage workload, and operate under limited supervision;
- Ability to maintain a high degree of confidentiality, integrity and honesty;
- Strong team player, adaptable and flexible to meet the administrative needs of the team;
- Awareness of the needs of women and children affected by domestic and family violence; and
- Understanding of risk assessment and safety management as it relates to women and children experiencing domestic and family violence.

##### SPECIAL CONDITIONS

- Current full Driver's License and able to drive;
- The incumbent is required to satisfactorily complete a Department Human Services Child Related Screening and National Police Check;

##### GENERAL DUTIES & RESPONSIBILITIES



- Promote and implement high quality services to clients of WSSSA in alignment with WSSSA Practice Model, Service Delivery policies and procedures, WSSSA values and WSSSA Code of Conduct.
- Faithfully and diligently, perform the duties consistent with this position as may be varied from time to time by the organisation.
- Comply with all laws applicable to the performance of this position and not to enter into any arrangements or understandings that conflict with your duties as a team member of the organisation.
- Ensure the health and safety of yourself and others by complying with WSSSA's Work, Health & Safety policies, procedures and guidelines.

#### **Duty as a Public Officer**

- As a Public Officer, as per the Independent Commissioner against Corruption (ICAC) definition, you have a mandatory reporting obligation to report to the Office for Public Integrity (OPI), any conduct that you reasonably suspect raises and issue of corruption, or serious or systematic misconduct or maladministration in public administration. As a Public Officer your own conduct could be subject of a report to the OPI and as a result you could be investigated for corruption.

<b>Prepared by</b> <b>Name: Rachel Lucas</b> <b>Role Title: People &amp; Culture Manager</b>	<b>Date: 18/09/2020</b>
<b>Approved by</b> <b>Name:</b> <b>Role Title:</b>	<b>Date:</b>