

Position Description



YWCA CANBERRA

Position Information	
Position	Rentwell Property Manager
Date approved	May 2025
Program	Rentwell
Supervisor	Rentwell Team Leader
Location	Central Office
Hours of work	30 to 38 hours per week
Salary	Grade 3 of YWCA Canberra Enterprise Agreement 2023 - 2027

General Conditions of Employment

- YWCA Canberra Enterprise Agreement 2023 - 2027
- Appointment is subject to obtaining and maintaining a satisfactory Working with Vulnerable People check (at own cost).
- Appointment is subject to maintaining satisfactory working rights in Australia.
- All YWCA Canberra policies and procedures will apply.
- Subject to a 6-month probation period.

Position Statement

The Rentwell Property Manager is responsible for working with the Rentwell Team Leader and undertaking tenancy and property management in YWCA Canberra's not for profit affordable rental service within regulatory and compliance frameworks – The National Regulatory Framework for Community Housing, the Residential Tenancies Act (1997) and the ACT Civil and Administrative Tribunal.

YWCA Canberra is a registered community housing provider and has been managing housing and homelessness services for families since 1996. The Housing Support Unit (HSU) also provides supported accommodation services on behalf of the ACT Government. The housing portfolio currently encompasses:

- Affordable housing – providing affordable housing for the Canberra community through the Rentwell program
- Transitional housing – providing supported accommodation for women and their families who are at risk of homelessness
- Outreach Support to single women as well as to women and their families who are homeless or at risk of homelessness
- Support services for Older Women who are homeless or at risk of homelessness
- Supportive Tenancy Service – working in partnership with Woden and Belconnen Community Services to support ACT residents whose housing is at risk, to maintain a safe and stable home

The Rentwell program was established in 2019 to provide housing at or below 74.9% of market rent to Canberrans on moderate incomes in response to the rising cost of private rental accommodation and the difficulty middle income earners had in gaining access to safe secure and affordable housing.

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The Rentwell Property Manager reports to the Rentwell Team Leader and the program is located within YWCA Canberra's Housing Support Unit under the management and direction of the Director Housing and Homelessness.

The Rentwell Property Manager will ensure that they contribute to exceptional customer service and achievement of program objectives. This team is part of the larger Housing Support Unit and will also work collaboratively with other YWCA Canberra specialist community services and corporate services staff.

Responsibilities

Client work

The Rentwell Property Manager will provide exceptional client and relationship focussed property management services to all stakeholders, including property owners and tenants.

They will work from a strengths-based, gender and trauma-informed practice framework and will additionally hold a case load including the following responsibilities:

- identification of potential eligible properties;
- assessing the property owner's eligibility for the service (including potential land tax exemptions);
- property inspections;
- marketing of the property;
- managing repairs and maintenance;
- identification of tenants;
- assessing tenant eligibility for the affordable housing according to regulated income levels;
- management of arrears;
- identification of additional support needs and appropriate internal and external referrals;
- administration and data entry; and
- regular communication with property owners and tenants
- process all invoices and payments to suppliers and owners
- Work closely with Government agencies on special projects as required.

Service design and implementation

- Work closely with the Rentwell Team Leader, Director Housing and Homelessness and Chief Operating Officer to develop program documentation including, service policies, procedures, information forms and promotional material:
- Under the broad direction of the Rentwell Team Leader:
- Consult widely with a diverse range of stakeholders and partners to promote the service effectively to eligible property owners, tenants and clients
- Make recommendations for development of and updating of appropriate information sheets for clients and potential referrers
- Meet with property owners and tenants as required
- Achievement of the outcomes and outputs of the YWCA's contracts with various funding bodies through relevant planning, data collection, implementation and evaluation strategies and ensure all compliance and reporting are completed accurately and on time.

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Collaborative practice	<ul style="list-style-type: none"> • Work collaboratively to ensure the provision of exceptional customer service and achievement of program objectives within the larger Housing Support Unit • Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate • Work closely with strategic partners identified by YWCA Canberra and other service providers and agencies to improve access and service delivery to meet the needs of service users • Work collaboratively with other YWCA Canberra specialist community services and corporate services staff, particularly Finance to ensure rental arrears are managed closely and correct statements sent to property owners in a timely manner • Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate • Work closely with the Executive to actively promote suitable clients for Rentwell properties as appropriate • Maintain up to date knowledge of current property management service provision, relevant research and sector development
Team work and professional development	<ul style="list-style-type: none"> • Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work • Participate in the development of a personal professional development plan and engage in professional development as required • Actively participate in regular supervision, performance appraisals/management • Participate in the implementation of service user evaluations, and • Work within a reflective practice and continuous improvement philosophy.
Administrative tasks	<ul style="list-style-type: none"> • Proactively adhere to all quality (QIC) and housing standards, regulations and program guidelines • Provide accurate and timely client notes and communication to property owners, tenants • Manage all rental income, arrears, expenditure, maintenance and repairs in consultation with the Rentwell Team Leader, Finance as required, including timely communication to property owners and required HSU reporting • Make assessments and recommendations to Rentwell Team Leader
In relation to YWCA Canberra	<ul style="list-style-type: none"> • Read, understand and uphold organisational policies and procedures • Work in a manner that aligns with the YWCA Canberra's values and ethics. This includes operating with honesty and integrity, demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other activities as directed by your manager • Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.
Selection Criteria	
Qualifications	<ul style="list-style-type: none"> • Qualifications relevant to Real Estate/Property Management are desired; as are qualifications in Community Services or equivalent.

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Knowledge and Experience	<ul style="list-style-type: none"> Local ACT Property Management experience Stakeholder Engagement and Relationship experience Experience working effectively with vulnerable and disadvantaged people Experience or demonstrated understanding of the issues facing low income Canberrans Experience and/or the ability to work competently within a strengths-based, gender and trauma informed framework with women, including older women and those that are non-binary, female identifying, from diverse backgrounds including Aboriginal, Torres Strait Islander, culturally and linguistically diverse backgrounds and LGBTQI Experience of using Property Tree and Inspection Manager (or similar systems)
Capabilities and Behaviours	<ul style="list-style-type: none"> Excellent interpersonal and communication skills including written skills Strong financial management skills Commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision Ability to prioritise workloads and meet internal and external deadlines Proactive 'self-starter' approach to work with the ability to use initiative Operate ethically, professionally and with integrity at all times Ability to execute sound judgement and adhere to professional boundaries Commitment to reflective practice and continuous development and improvement Demonstrated skills and experience in the effective use of property management systems Demonstrated skills in the use of Microsoft Office and reporting through data base collection systems. Strong skills in strategic thinking, including strong research and policy skills and an ability to be flexible and adaptable.
Other Requirements	<ul style="list-style-type: none"> Ability to work within the philosophy of YWCA Canberra Current full driver's license A current Working with Vulnerable People Registration Australian Citizenship or suitable rights to work in Australia

Authorisation

Acknowledgement by Incumbent	Signature:	Date	Click here to enter a date.
	Name:		
Chief Executive Officer	Signature:	Date	Click here to enter a date.
	Name:		

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