

Position Description	
Position Title:	H2H Facilities Advisor
Status:	Full Time, 12-month Maximum term Contract
Classification:	Level 5
Primary Location:	Barkly Street, Footscray
Date PD Adopted:	November 2021
PD Review Date:	November 2024

About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, transitional housing, and owners' corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ communities to join our workforce.

Vision

Communities that thrive.

Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing, and providing access to affordable housing.

Organisation values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration, and respect for others. It is an environment that requires all team members to maintain high standards of work in line with our Values:

- People:** We put the customer at the heart of what we do, we value each other and welcome diversity
- Respect** We are respectful of all and welcome open and honest discussion
- Positivity** We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes, and seek to find solutions
- Accountability** We do what we say we will do

Position Objectives

Unison, in partnership with Melbourne City Mission (MCM) and cohealth, has recently been funded to deliver the Victorian Government's From Homelessness to a Home (H2H) program in Melbourne's North and Western regions. H2H will provide medium to long term housing for people who have a history of long term homelessness and rough sleeping and are currently accommodated in hotels as a response to the Coronavirus pandemic.

The H2H Facilities Advisor will:

- Develop and implement processes relating to facilities management for the new H2H program
- Coordinate maintenance of H2H properties, which will be a mix of properties headleased from the private rental market and social housing owned or managed by Unison.
- Ensure all emergencies and urgent issues are addressed and regular updates are communicated to stakeholders
- Ensure assets are compliant with regulatory and contractual requirements and KPMs are met
- Ensure facilities services are aligned to the needs of H2H Private Rental Access team and Unison customers

Key Accountabilities

Facilities management processes

- Work with consortium partners and Unison colleagues to develop processes relating to asset management for H2H including lines of responsibilities and accountabilities
- Develop strong processes to ensure facilities management of H2H properties is delivered in accordance with regulatory and policy requirements, including the Residential Tenancies Act 1997, the Housing Registrar Guidelines (Performance Standards, KPMs), and the H2H Program Guidelines.
- Work with the Asset Manager and Contract Administrator to set up new contracts where required
- Develop after hours process, and be on-call where required

Property establishment and hand-back

- Work closely with the H2H Private Rental Access team in relation to establishing property condition prior to lease commencement and setting property condition levels

- Provide access to properties where required
- Manage vacant unit maintenance to ensure the property meets the hand-back conditions at the end of the lease term.

Maintenance

- Coordinate planned and responsive maintenance with relevant Facilities Advisors and Manager Facilities for Unison owned and managed properties
- Ensure planned maintenance is carried out with minimal impact to tenants
- Work with H2H team to develop and implement tenant damage process
- Review tenant modification requests and act in accordance of Unison policies and in collaboration with H2H team and support agencies
- Ensure activities are carried out within set budget
- Ensure overall condition of assets meet Unison expectations
- Ensure buildings are compliant with regards ESMS, regulatory and statutory requirements and local and state authority requirements
- Ensure emergencies are acted upon immediately and disseminate information and communicate any emergencies, failed equipment and major issues to key stakeholders
- Conduct high quality building inspections and reporting
- Monitor and assess contractor safety compliance and quality of workmanship

Reporting

- Track and report on maintenance completed/scheduled
- Assist with the development and ongoing monitoring of budgets

Other

- Work effectively with H2H team, tenants and external contractors
- Attend regular meetings with internal and external stakeholders with high quality customer service in mind
- Identify and execute opportunities to improve service levels and reduce cost

Any other duties as required

Key Selection Criteria

Qualifications & Experience	<ul style="list-style-type: none"> • Experience in facilities management related organisation, construction, asset management, property management, owner’s corporation management, aged care facility • Qualifications in any of the above fields will be well regarded • Experience managing contractors and minor works (vacants) • Experience monitoring and meeting KPI targets • Preferred experience in state, local government, or social housing sectors
Personal Qualities	<ul style="list-style-type: none"> • Excellent time management skills including ability to prioritise tasks and adapt quickly to changing priorities • Ability to show initiative, be a self-starter and work autonomously

	<ul style="list-style-type: none"> • Approachable with a positive, cooperative, and constructive attitude to work and working with others
<p>Knowledge and skills</p>	<ul style="list-style-type: none"> • An ability to work effectively and develop professional working relationships with tenancy management team and external contractors • High level of communication and interpersonal skills • An understanding of building HVAC and hydronic systems • An understanding of ESMs and residential building compliance • Well-developed computer skills – word processing, excel, databases
<p>Occupational Health and Safety</p>	<ul style="list-style-type: none"> • Ensure that Unison’s Occupational Health and Safety Policy and Procedures are continually observed and complied with. • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison’s OHS Frameworks. • Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard elimination where practical.
<p>Safety screening</p>	<ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check, Working with Children Check and confirmed Covid-19 Vaccination. • Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

Physical Inherent Requirements

Office Duties	<ul style="list-style-type: none"> • Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks. • General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.
Driving	<ul style="list-style-type: none"> • Required to drive private or Unison owned vehicles.
Work Environment	<ul style="list-style-type: none"> • May be required to work from different sites, including offsite facilities. • Exposure to varied weather conditions.
Lifting and Carrying	<ul style="list-style-type: none"> • Infrequent lifting and carrying of items up to 5kgs.
Bending and Reaching	<ul style="list-style-type: none"> • Required to occasionally bend and reach.

Organisational Relationships

Accountable to	<ul style="list-style-type: none"> • Team Leader Facilities
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> • Asset Management contractors
Internal Liaisons	<ul style="list-style-type: none"> • Facilities team • Place Management team • Owners Corporation team • Corporate Services • Finance
External Liaisons	<ul style="list-style-type: none"> • Unison renters • Local government • External contractors • Help desk provider