

JOB DESCRIPTION

Position Title:	Caretaker
Employer:	Brisbane Housing Company Ltd.
Responsible to:	General Manager of Assets
Direct Reports:	Nil

Position Purpose

The Caretaker is responsible for maintaining the property on a day to day basis and for working collaboratively with the Housing Manager and Assets team to ensure the delivery of effective tenancy management practices, systems and record management.

Company Context

Brisbane Housing Company (BHC) is an independent, not-for-profit organisation operating since 2002. BHC has both the Queensland Government and the Brisbane City Council as its minority Ordinary Shareholders and a majority of Community Shareholders drawn from a broad range of industry-relevant organisations. BHC is a Tier One registered provider under the National Regulatory System for Community Housing (NRSCH) and owns and manages the largest portfolio of affordable homes for rent in Queensland.

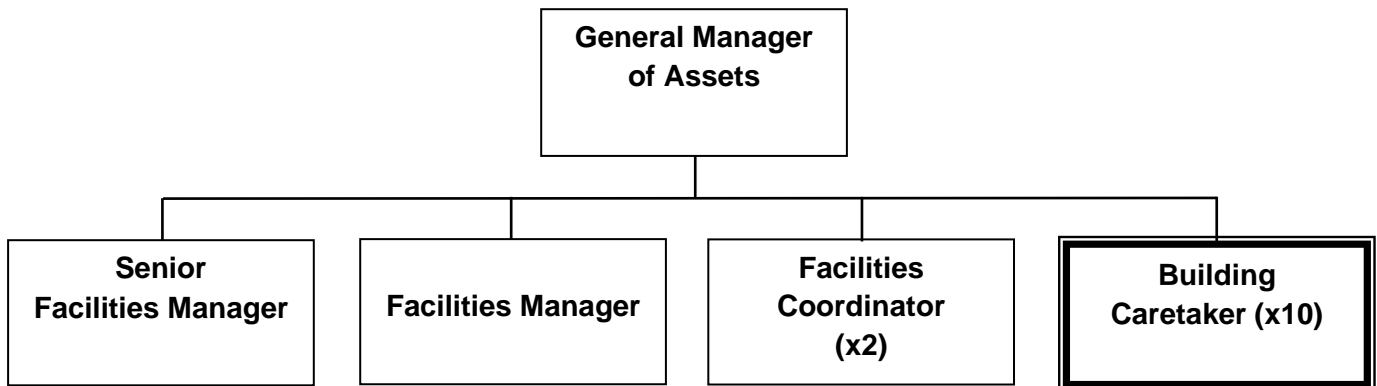
BHC's Vision is "Creating homes, empowering lives, enabling transformation" and Mission "to deliver our Vision by building and maintaining quality affordable homes for people in need and engaging with and supporting people to sustain their tenancies".

BHC's core values are:

- Making a difference
- Working with integrity
- Work safely
- Supporting each other
- Valuing our differences
- Being accountable and delivering quality
- Celebrating achievements

We pride ourselves on the quality and liveability of our award winning developments, aiming to provide excellence in both the development of each project and the tenancy management of the affordable rental properties.

Organisational Chart (What are the key reporting relationships for the role?)



Key Result Areas

- Working collaboratively with the Housing Manager to ensure high standards of service delivery.
- Maintenance and implementation of systems to provide effective security monitoring and property management.
- Maintaining a clean, tidy and safe building complex, including office and BBQ areas.
- Ability to relate to a range of tenants with empathy. Some tenants may have complex needs, such as mental illness and substance addictions.
- Accurate reporting of incidents impacting the building or tenants, such as attendance by emergency services.
- Demonstrate professionalism.
- Continuous improvement of caretaking services, contribution to a team based caretaking approach and promotion of client focused working practices.

Main Responsibilities

- Provide a point of contact for approved tradesmen/contractors if the Housing Manager is unable to be on-site to allow them access to relevant areas of the building.
- Monitor visitors to the property, including actively challenging unauthorised occupants, while having due regard to personal safety, and/or notifying the Police if visitors fail to leave as requested.
- Provide a point of contact for services, contractors and/or tenants in the event of emergency repair requirements.
- Ensure junk mail and other litter is removed daily from letterboxes and around common areas including any car parking facilities.
- Contribute to continuous improvement of building and resident security, for instance through engagement at stakeholder meetings, monitoring of CCTV, assisting Police.
- Provide a weekly update to the Housing Manager of any issues or incidents.
- Report any breakdown, damage or theft to the Housing Manager.
- Carry out minor maintenance items such as unblocking toilets, changing light globes.

- Stay informed of BHC policies and plans, check emails (minimum daily) and BHC intranet (minimum weekly) and attend BHC training or meetings as required.
- Monitor any car park area for illegally parked cars and assist the Housing Manager to remove cars by an approved tow away company where required.
- Undertake fire safety activities where appropriate and as outlined in the Fire Safety Management Plan. Any costs associated with undertaking the relevant fire safety training needed to perform the fire safety requirements of the building will be covered by the Brisbane Housing Company or Body Corporate.
- Provide reactive cleaning when required due to spillages or hazards.
- Ensure waste bins and bin rooms are clean, tidy and safe for all users.
- Complete exit cleans as advised by the Housing Manager.
- Ensure communal BBQ areas are kept clean and tidy.

Licensing, Police Check and Registration Requirements

The Caretaker is required to consent to/provide and maintain the following licenses or checks where requested by BHC:

- Police Certificate based on an Australia-wide check of name only
- Current, valid driver's license

Other – General

- Undertake further tasks and responsibilities as may be required from time to time and as communicated.
- Operate in line with BHC's Code of Conduct, policies and practices including as amended from time to time.
- Behave in a manner that contributes to a workplace that is free of discrimination, bullying and harassment at all times and that contributes to demonstrating BHC's core values.
- Represent BHC in a professional and capable manner at company events and external functions/training days attended.
- Follow reasonable direction given by the Company in relation to Occupational Health & Safety and participate in training as required.

<i>Position occupant</i>	<i>I have reviewed and confirm my understanding of this Position Description and the duties involved.</i>	<i>Signature</i>
<i>Name of Supervisor</i>	<i>This position description has been discussed with the occupant</i>	<i>Signature</i>

BHC Position Description

Job Title: Caretaker
Approved by: General Manager of Assets

Last updated October 2018