

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Client Service Officer, Access and Demand
Division:	Housing
Reports to:	Team Leader, Housing Services
Position Purpose:	<p>To provide comprehensive "front of house" services to clients seeking housing assistance, access needs, support the application and allocations process by matching clients to appropriate housing solutions and ensuring processes are fair and transparent</p> <p>This role will ensure that all clients walking into the Mission Australia Housing office will be treated with dignity and respect and will drive innovative and proactive solutions to resolve housing needs.</p>

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Customer Service
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Provide high quality front of house customer service, ensuring that all clients are supported in their housing requirements • Provide responsive, professional and dedicated service to clients of MA Housing to ensure the continuation and development of business. • Respond to client and stakeholder queries regarding the services of MA Housing and housing options • Ensure clients are treated fairly and respectfully and are fully informed of all decisions affecting them. • Manage client expectations and apply discretions in dealing with sensitive issues. • Ensure updated information on MA Housing, stakeholder services and community agencies are up to date and available to clients • Provide reception and phone support as needed 	<ul style="list-style-type: none"> • Front of house service complies with the conditions of the “No Wrong Doors” Framework • Feedback from clients demonstrates that service supports clients’ needs • Client queries are undertaken in a timely manner, accurate, and contractually compliant manner. • Positive feedback is received from clients and stakeholders for the service provided, with subsequent development and retention of business • All clients are treated fairly with dignity and respect. • People from diverse social and cultural backgrounds are communicated effectively and sensitively. • Reception area and client information packages are kept updated with current information on services available • Reception position is covered when receptionist is on breaks or leave
Key Result Area 2	Administration
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Ensure accuracy of information and document management systems and integrity of data and files • Ensure client records are kept up to date and information recorded meets MAH and Regulatory standards • Prepare a range of reports in regard to the client services division of the service including applications, allocations and customer service management 	<ul style="list-style-type: none"> • Accurate and detailed records are maintained for all clients, allocations and properties • Regular tenancy and property reports are provided to the team • All tenants are provided with an opportunity to provide feedback to MAH • Housing Officers provide input to reports as required



<ul style="list-style-type: none"> • Participate in and promote annual tenant surveys when required • Complete other administrative tasks as requested 	<ul style="list-style-type: none"> • All administrative tasks are completed accurately and on time, and the office is well stocked within set budgets. • Good understanding of all IT systems used to deliver Access and Demand services
<p>Key Result Area 3</p>	<p>Housing Support & Services</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • As part of the Client Service team ensure solutions for all clients whatever their housing requirements • Provide high quality front of house customer service, ensuring that all clients are supported in their housing requirements • Liaise in the first instance with clients, staff and members of the public and deal with a diverse range of enquires relating to the efficient management of accommodation needs • Where appropriate liaise and link client with appropriate support organisations to commence wrap around services or early intervention. • Liaise with and refer clients to support services about issues related to the provision of supported accommodation. • Support clients in maximizing NSW Housing technology by assisting people to applying online or utilize the phone contact service. • Where required ensure all paper based application is completed and required supporting documentation is uploaded into respective system. • 	<ul style="list-style-type: none"> • Front of house service complies with the conditions of the “No Wrong Doors” policy • Feedback from clients demonstrates that service supports has provided the client with their service requirements. • Quality customer service provided to all clients • Clients have access to and are supported to engage with local services that can assist them with support and independent living needs • Client service officer can demonstrate a clear understanding of all access and demand products including (but not limited to) Temporary Accommodation, Private Rental Assistance and Crisis Accommodation and the best referral options of these services for applicants • Clients are supported to complete applications for housing and provide supporting documentation. • A high proportion of the clients are confident and competent in managing their own application via provided technology from anywhere in the community • Demonstrate a clear understanding of all access and demand products including (but not limited to) Temporary Accommodation, Private Rental Assistance and Crisis Accommodation and the best referral options for these services to applicants
<p>Key Result Area 4</p>	<p>Applications and Allocations</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>



<ul style="list-style-type: none"> • Receive applications and undertake initial screening and assessment to determine clients housing and needs and eligibility for assistance. • Undertake assessments and identify accommodation options for clients who have significant support needs, including outreach assessments where appropriate. • Liaise with and refer clients to support services about issues related to the provision of supported accommodation. • Where appropriate liaise and link client with appropriate support organisations to commence wrap around services or early intervention. • Seek guidance or escalating issues where necessary. Work with the housing team to make allocations to social and affordable housing vacancies in line with policy • Manage the allocations process for each program/vacancy including communicating with applicants on progress, reporting status of vacancies to housing managers and closing off successful allocations • Preparation of documentation relating to offers and allocations • Records of all offers of housing and stages of allocations are kept and stored in line with policy • Regular reporting on applications and allocations to housing team 	<ul style="list-style-type: none"> • Applications processed on time and in a fair and transparent manner • Clients supported to find suitable short and long term accommodation and support options to meet their needs • Clients receive timely response to their housing requirements • Relationships are developed with relevant stakeholder in order to provide clients with a broad range of accommodation options • Networks are built with a range of stakeholder groups, with a positive reputation for the service delivered to clients • Appropriate and transparent allocations are made in a timely manner according to MA Housing and Government and funding policy • Housing is provided to those most in need of housing • Applicants are kept informed of their status and housing systems are updated with accurate client information • Documentation is kept for all offers of housing and allocations and is archived as per policy • Housing team are kept informed of current and upcoming vacancies and provided with an opportunity to discuss allocations. • Client Service Officer can demonstrate a clear understanding of support options (financial and otherwise) to assist applicants during the sign up process
<p>Key Result Area 5</p>	<p>Relationship Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Maintain positive and constructive relationships with clients, tenants and stakeholders • Develop working relationships with a range of external stakeholders including real estate agents, private owners, government and other housing providers 	<ul style="list-style-type: none"> • Clients are responded to and issues are addressed in a timely manner • Relationships with a range of local services are developed and maintained • Support is readily available from external stakeholders to address tenant issues and / or housing needs

<ul style="list-style-type: none"> • Develop constructive relationships with a range of internal stakeholders including colleagues, management, and other MA services • Develop relationships with other Access and Demand service providers in the region where available. 	<ul style="list-style-type: none"> • Client and Housing Services are delivered in a collaborative manner • Client Services Officer has contacts with other Access and Demand service providers operating in the region
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Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- HOMES / Pathways / Trim experience is desirable
- Understanding of the social housing sector and issues facing low to moderate income earners in Australia
- Experience with Microsoft Office products – Word, Outlook, Excel etc.
- Satisfactory Criminal Record Check and Working with Children Check
- Senior First Aid Certificate, or willingness to get it



Key challenges of the role

- Providing support and driving solutions for vulnerable Australians in need of housing
- Work with a range of clients including those experiencing high stress and those with complex needs
- Maintain a strong, transparent and fair public/social housing system for people most in need.
- Drive innovative solutions to meet a range of housing needs
- Work in partnership to strengthen the capacity of individuals, families and communities.
- Create a supportive work environment that encourages excellence

Compliance checks required

- Working with Children
- National Police Check
- Vulnerable People Check
- Drivers Licence
- Other (prescribe) _____

Approval

Bradley Crump

June 2018

Manager name

Approval date