

Hume Community Housing

Housing Options Officer



Position Title:	Housing Options Officer	Department:	Neighbourhood Services
Reports To:	Team Leader, Housing Options & Customer Services		
Direct Reports:	None	Location:	Fairfield/Parramatta
Position Purpose:		Position Dimensions	
<p>The Housing Options Officer is responsible for delivering an excellent customer experience to those presenting with housing need and guiding them to the most appropriate housing program available.</p> <p>The Housing Options Officer will take a holistic approach to determine the most suitable housing solution to meet the housing needs of the customer.</p> <p>This may include referrals to internal and external partners, assessment for affordable eligibility, or working with them through the end to end assessment and processing for inclusion on the social housing register (Pathways).</p> <p>Promoting social and affordable programs by means of coordinating and attending open homes, networking events and presentations to potential customers.</p> <p>Working closely with team members and cross functionally for this achievement, particularly with Allocations and Voids Officers.</p> <p>The role will provide customer service at Hume’s Parramatta and Fairfield offices on a scheduled roster ensuring quality customer and visitors interactions, administration and reception duties.</p>		<p>Award Title: Social, Community, Home Care and Disability Service Industry Award 2010</p> <p>Award Level: 4</p> <p>Delegation authority:</p> <p>Refer to Schedule of Delegations</p>	

Key Accountabilities	Key Activities
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<p>1. Support the long term sustainability of Hume by contributing to the implementation of the Neighbourhood Services Service Delivery Plan projects and activities.</p>	<ul style="list-style-type: none"> • Contribute to the development of the Service Delivery plan • Delivery on activities delegated as required • Undertake cross training and provide support as required to all areas of assessment, allocation and void management in the affordable and social housing programs.
<p>2. Ensure customer focused and customer driven service and advice to customers in housing need by coordinating their assessment and/or application with agreed timeframes.</p>	<ul style="list-style-type: none"> • Marketing of Hume’s social and affordable portfolio to generate viable waiting list and awareness of Hume Community Housing in line with Hume’s style guide and key messages. • Conduct customer interviews (in the field and on site) • Coordinate and attend open homes to promote and allocate social and affordable properties. • Assist with the completion of applications and the collection of supporting documentation and evidence (for affordable and social only) • Process applications within agreed timeframes • Enter applications into Pathways and complete trim process • Refer customers to other internal and external housing programs
<p>3. Continually improve the services and support offered to customers by maintaining awareness of support providers and agencies and ensuring customers are given the advice, information and relevant referrals to assist them access these services.</p>	<ul style="list-style-type: none"> • Promote Hume’s Housing Plus, Affordable Housing and Pathways guidelines to prospective customers and service organisations. • Contribute to the development and implementation of the financial inclusion strategy and utilize this resource in assessing customers eligibility • Referral to financial services when necessary

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<p>4. Contribute to the continuous improvement and delivery of housing options services by reviewing and implementing policies and procedures and ensuring completion of customer surveys.</p>	<ul style="list-style-type: none"> • Contribute to the development and review of policies and procedures relevant to housing options. • Complete customer surveys in accordance to KPI's • Deliver customer service as per standards set by the Customer Charter
<p>5. Support the Neighbourhood Services team meet its compliance and regulatory obligations by ensuring the timely and accurate recording of all applicant information, maintaining strict adherence to allocations guidelines and preparing information and reports for Housing NSW, Committees and other relevant internal and external stakeholders</p>	<ul style="list-style-type: none"> • Enter accurate and timely data into the relevant IT systems • Prepare reports for Manager on assessments and applications • Continuous development of pathways training and implementation of improvements action plans to ensure best practice and compliance. • Represent Hume as part of the Pathways working party
<p>6. Support the Neighbourhood Services team meet its legal and regulatory obligations by ensuring the timely and accurate recording of all customer information in the relevant IT system(s) and maintaining strict adherence to workplace policies and procedures including workplace health and safety when at work and off-site.</p>	<ul style="list-style-type: none"> • Provide relevant tenancy reports • Complete compliance audit of applications processed for social and affordable properties • Maintain knowledge and adherence to the: <ul style="list-style-type: none"> ○ Residential Tenancy Act ○ HNSW Pathway guideline ○ Hume Housing's Allocations Policies (affordable & social) ○ Privacy Act ○ Workplace Health and Safety, ○ Other relevant legislative frameworks as required
<p>7. Continually aim to put customers in housing need in suitable housing that meets their needs and eligibility by developing effective relationships with local real estate agents and landlords to improve customer access to the private rental market.</p>	<ul style="list-style-type: none"> • Prepare and distribute information packs to realtors • Report and monitor on referral to estate agents and outcomes • Regular promotion of Hume Community Housing s property portfolio

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<p>8. Ensure customer focused and customer driven services in the Neighbourhood Services team by ensuring customers are informed of the complaints resolution process and have access to the relevant appeals process.</p>	<ul style="list-style-type: none">• Provide customer service that results in customer satisfaction and understanding after the 1st interaction, preventing complaints
<p>9. Support the Neighbourhood and Customer Services team meet its legal and ethical obligations by maintaining an awareness of child protection issues and Hume’s responsibilities under the mandatory reporting requirements and maintaining strict adherence to workplace policies and procedures including OHS and privacy.</p>	<ul style="list-style-type: none">• Report immediately to the Manager• Report online and keep customer case notes in the appropriate system

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Qualifications and Experience

- Cert IV in Social Housing or equivalent
- Knowledge and experience in affordable and social housing programs Marketing and promotions experience
- Current NSW driver's license and access to a car

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Hume Key Competencies

	<p>Social Awareness: Understands cultural and social differences inside and outside of the organisation and uses this knowledge to guide communication and behaviour. Advocates for the rights of others and demonstrates a commitment to minimising the organisation’s carbon footprint.</p>	
	Demonstrates environmental awareness	Level 1
	Demonstrates social awareness and a commitment to social justice	Level 2
	Values diversity	Level 3
	<p>Customer focused: Keeps customers (internal and external) as the focal point of all activity. Actively seeks to delight customers through excellent service and maintaining a commitment to customer communication and consultation.</p>	
	Committed to service excellence	Level 3
	Engages and consults with customers	Level 3
	<p>Personal and Professional Excellence: Develops and maintains an understanding of the internal and external environment and takes responsibility for delivering work outcomes with efficiency, professionalism and integrity. Demonstrates a commitment to personal development and improves specialised technical/professional knowledge and skills to achieve personal and organisational goals.</p>	
	Actively maintains sector knowledge and business awareness	Level 3
	Acts with professionalism and personal integrity	Level 2
	Plans and organises (including strategic planning)	Level 2
	Develops and maintains competencies	Level 2
	<p>Operational Excellence: Delivers best practice outcomes for customers and the organisation by demonstrating a commitment to consistent quality standards and continuous improvement. Adopts and/or implements strategies, policies, procedures and systems that ensure efficient and effective business operations within the relevant legislative and compliance framework.</p>	
	Develops and maintains workplace policy and procedures	Level 3
	Strives for consistent quality standards and continuous improvement	Level 3
	Supports and manages change	Level 2
	Uses and harnesses technology	Level 2

Manages risk, compliance and the corporate governance frameworks	Level 2
Builds Strategic Relationships and Partnerships: Actively seeks to build effective relationships and partnerships inside and outside of the organisation to support the achievement of personal and professional goals and the continuous growth and success of the organisation. Works collaboratively with all stakeholders, including competitors, considers the needs of others, and enthusiastically supports all team members achieve their objectives.	
Builds relationships and networks	Level 2
Collaborates and works effectively in a team	Level 3
Leadership and Managing People: Creates and communicates a clear vision and direction for the business and ensures all staff are clear on their part in achieving that vision. Motivates staff to achieve their goals through inspirational leadership, developing and managing performance in an environment where people can reach their full potential.	
Develops and communicates the vision	Level 2
Demonstrates leadership	Level 2
Demonstrates excellence in people management	Level 2
Project Management: Participates in and/or leads successful projects using strong communication and organisational skills to balance conflicting priorities and manage resources. Manages programs of work using effective project management methodologies and tools.	
Excellence in program and project management	Level 2
Communication: Builds credibility and trust through effective and appropriate communication skills with all stakeholders. Listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication to suit specific situations in order to win support, gain cooperation or overcome objectives and barriers.	
Effective verbal communication	Level 3
Excellent written communication	Level 3
Negotiates with skill and influence	Level 3
Resolves issues and conflict	Level 3
Problem Solving and Decision Making: Identifies and analyses situations and/or issues, considers options, develops solutions and implements and monitors appropriate solutions.	
Analytical thinking and problem solving skills	Level 3

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Manages Resources, Assets and Sustainability: Effectively manages and values the organisation’s financial resources, assets and equipment. Ensures the organisation remains viable and sustainable through best practice purchasing protocols, monitoring supplier performance and ensuring all purchasing decisions support the business strategy and offers value for money.

Financial management

Demonstrates sustainable procurement practices

Level 2

Level 1