

**Position**

**Description**

**Position**

**title:**

**Client**

**Service**

**Officer,**

**Access**

**and**

**Demand**

#  Mission Australia

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| About us:  | Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years. 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. Together we stand with Australians in need, until they can stand for themselves.  |
| Purpose:  | Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God. *“Dear children, let us not love with words or speech but with actions and in truth.” (1 John 3:18)*  |
| Values:  | Compassion Integrity Respect Perseverance Celebration  |
| Goal:  | To reduce homelessness and strengthen communities.  |

**Position Details:**

 Position Title: Client Services Officer, Access and Demand

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| Division:  | Housing  |
| Reports to:  | Team Leader, Access and Demand  |
| Position Purpose:  | 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. 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.  |

# Position Requirements

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| **Key Result Area 1**  | **Customer Service**  |
| **Key tasks**  | **Position holder is successful when**  |
| * 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 (MAH) to ensure the continuation and development of the business.
* Respond to client and stakeholder queries regarding the services of MAH 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 MAH, stakeholder services and community agencies are up to date and available to clients.
* Provide reception and phone support as needed.
 | * 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 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 required.

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| **Key Result Area 2**  | **Administration**  |
| **Key tasks**  | **Position holder is successful when**  |
| * 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 and customer service management.
 | * Accurate and detailed records are maintained for all clients, allocations and properties.
* All clients are provided with an opportunity to provide feedback to MAH.
* Client Services Officers provide input to reports as required.
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| * Participate in and promote annual tenant surveys when required.
* Complete other administrative tasks as requested.
 | * All administrative tasks are completed accurately and on time.
* Good understanding of all IT systems used to deliver Access and Demand services.
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| **Key Result Area 3**  | **Housing Support & Services**  |
| **Key tasks**  | **Position holder is successful when**  |
|        | Provide high quality front of house customer service as part of the Client Services team and ensure solutions for all clients whatever 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 Housing technology by assisting people to apply online or utilize the phone contact service. Where required ensure all paper based documentation is completed and required supporting documentation is uploaded into the respective system.  | * Feedback from clients demonstrates that service supports have provided the client with their service requirements.
* Quality customer service provided to all

clients 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 Officers can demonstrate a clear understanding of all Access and Demand products including (but not limited to)

Temporary Accommodation, Private Rental Assistance, 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 clients are confident and competent in managing their own application via provided technology from anywhere in the community.
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| **Key Result Area 4**  | **Applications and Allocations**  |
| **Key tasks**  | **Position holder is successful when**  |
| * Receive applications and undertake initial screening and assessment to determine clients’ housing needs and eligibility for assistance.
* Undertake assessments and identify accommodation options for clients who have significant support needs, including

outreach assessments where appropriate. * Seek guidance on escalating issues where
 | * Applications are processed on time and in a far and transparent manner.
* Clients are supported to find suitable short and long term accommodation and support options to meet their needs.
* Clients receive a timely response to their housing requirements.
* Relationships are developed with relevant stakeholder in order to provide clients with a
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| necessary. Work with the Housing team to make allocations to social and affordable housing vacancies in line with policy. * Assist where required to manage the allocations process for each program/vacancy including communicating with applicants on progress, reporting status of vacancies to Managers and closing off successful allocations.
* Assist where required in the preparation of documentation relating to offers and allocations.
* Assist where required to records all offers of housing and stages of allocations are kept and stored in line with policy.
* Regular reporting on applications to the housing team
 | 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 MAH 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 teams are kept informed of current and upcoming vacancies and provided with an opportunity to discuss allocations.
* Client Service Officers can demonstrate a clear understanding of support options (financial and otherwise) to assist applicants.
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| **Key Result Area 5**  | **Relationship Management**  |
| **Key tasks**  | **Position holder is successful when**  |
| * Maintain positive and constructive relationships with clients, tenants and stakeholders.
* Develop working relationships with a range of external stakeholders.
* Develop constructive relationships with a range of internal stakeholders including colleagues, management, and other MA

services. * Develop relationships with other relevant Access and Demand service providers in the region where available.
 | * 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 assist with their housing needs.
* Client and Housing Services are delivered in a collaborative manner.
* Client Services Officer has contacts with other relevant Access and Demand service providers operating in the region.
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| **Key Result Area 6**  | **Tenant/Client and Community Engagement**  |
| **Key tasks**  | **Position holder is successful when**  |
| * Actively encourage team members to engage with tenants to encourage participation in MAH and community programs and initiatives.
* Actively contribute to developing and implementing strategies that connect tenants to additional supports where a need is identified.
 | * Tenants/clients actively engage in initiatives and programs.
* Strategies to support tenants/clients to address their needs are developed and implemented throughout the year.
* All adverse tenant/client feedback is appropriately addressed.
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| * Participate in discussions to develop responses to adverse tenant feedback.
* Manage informal and formal appeals and complaints with a view to empowering tenants and seeking continuous quality improvement.
* Provide input into the quarterly newsletter, website and other MAH publications.

 | * Appeals and complaints are encouraged, managed efficiently and outcomes used to improve services.
* Articles are developed for the quarterly newsletter and other media.
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| **Key Result Area 7**  | **Integrated Service Delivery**  |
| **Key tasks**  | **Position holder is successful when**  |
| * Work within a framework of Integrated Service Delivery.
* Support the Community Development (CD) team through an integrated service delivery approach encouraging collaboration between MAH teams to achieve positive outcomes.
* Work collaboratively with Managers to deliver services to clients and community.

Drive a national and consistent approach with local context across the three service stream teams (Housing, Assets, and CD).   | * Integrated Service Delivery is embedded across the Operations Team.
* Operations Teams are supported to engage and collaborate with CD and Asset Teams.
* Positive working relationships are established across the operations team.
* National processes are developed and implemented across housing that provide for local context.
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# Recruitment information

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

* HOME/Pathways/Trim experience is desirable
* Understanding of the social housing sector and issuing 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

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| **Working with Children**  |  | ☐  |  |  |
| **National Police Check**  |  | ☐  |  |  |
| **Vulnerable People Check**  |  | ☐  |  |  |
| **Drivers Licence**  |  | ☐  |  |  |
| **Other (prescribe)**  |  | ☐ |  |  |
| **Approval**  |   |  |  |  |
| **Adrianna Burnes-Nguyen**  |  |  |  | **June 2021**  |

  **Manager name Approval date**