

Mission Australia

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| 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:

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| Position Title: | Client Service Officer, Reception |
| Division: | Housing |
| Reports to: | Team Leader / Regional Leader |
| Position Purpose: | <p>To provide comprehensive "front of house" services to clients and stakeholders to Mission Australia Housing and support the daily office functions of the organisation.</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 client needs.</p> |

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

| Key Result Area 1 | Front of House & Customer Service |
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| 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. • Provide reception and phone support and act as a first contact point for all clients contacting the organisation • 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. • Keep the reception, waiting areas and client interview rooms clean and tidy and ensure client facilities are upkept • Ensure updated information on MA Housing, stakeholder services and community agencies are up to date and available to clients | <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 • All visitors to MAH in person or via phone are responded to quickly, professionally and in accordance with the MAH Customer Service Charter • 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 |
| Key Result Area 2 | Administration |
| Key tasks | Position holder is successful when |
| <ul style="list-style-type: none"> • Complete a range of administration tasks including file management, petty cash, invoicing and mail sorting to ensure the efficient running of the office and reception area. | <ul style="list-style-type: none"> • All administrative tasks are completed accurately and within allocated timeframes, and the office is well stocked within set budgets. |

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| <ul style="list-style-type: none"> • Ensure accuracy of information in 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 • Participate in and promote annual tenant surveys when required • Complete other administrative tasks as requested | <ul style="list-style-type: none"> • Accurate and detailed records are maintained for all clients, allocations and properties • Professional notes, documents and records are provided to the housing teams • All tenants are provided with an opportunity to provide feedback to MAH • All administrative tasks are completed accurately and on time, and the office is well stocked within set budgets. |
| Key Result Area 3 | Housing Support & Services |
| Key tasks | Position holder is successful when |
| <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 TAS 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 |

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| | Accommodation and the best referral options for these services to applicants |
| Key Result Area 4 | Relationship Management |
| Key tasks | Position holder is successful when |
| <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 • Develop constructive relationships with a range of internal stakeholders including colleagues, management, and other MA services • Develop relationships with other service providers in the region where available. | <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 • Client and Housing Services are delivered in a collaborative manner • Positive relationships with service providers are developed in the region |

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

- 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

- The ability to manage a number of competing priorities including requests from other staff, queries from clients and the public, and a range of varied and challenging administration tasks.
- 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.
- Create a supportive work environment that encourages excellence

Compliance checks required

Working with Children

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National Police Check

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Other (prescribe)

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Approval

Manager name

Approval date