

## Position Description

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<b>Position:</b>	Client Housing Worker
<b>Award:</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Level:</b>	Level 4
<b>Hours:</b>	Fulltime Monday to Friday 8.30am to 4.36pm
<b>Location:</b>	Mangrove Housing's office is located in Wynnum however this position requires frequent travel to and from residences throughout Brisbane, Redlands, Logan and Ipswich.

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### Position Overview:

The Client Housing Worker reports to the Manager, Service Delivery and is required to undertake a range of Tenancy Support and Property Management functions requiring the application of knowledge and skills that:

- support and facilitate housing programs that enable sustainable tenancies for our clients
- assist in maintaining value and extending the life of the property, ensuring a safe and comfortable living environment for tenants
- achieve results in line with the organisation's goals
- continuously monitor and improve service delivery.

This role requires:

- a well-developed understanding of Tenancy Support principles
- a well-developed understanding of property maintenance principles and requirements
- outstanding interpersonal skills including the ability to work sensitively and effectively with a diverse range of clients and a commitment to the rights of individuals
- the ability to monitor, analyse and interpret information and data
- the ability to interpret and apply legislation
- the ability to plan, coordinate and implement case management plans for effective tenant and housing support
- the ability to make effective, evidence based decisions
- well-developed written and verbal communication skills

The position requires very strong interpersonal and communication skills with the ability to rapidly build rapport and maintain productive working relationships with other team members, clients and stakeholders.

### Organisational Environment:

Mangrove Housing is a client focused, innovative and flexible organisation providing services to the Housing Sector. Our mission is to be the provider of choice for housing solutions within the community by ensuring that clients have effectively supported pathways to achieving their housing goals. We have a strong system of collaborative practice coupled with a commitment to our values of:

- Choice & Empowerment
- Fairness & Respect
- Participation & Partnerships
- Quality & Accountability
- Affordability & Sustainability

Mangrove Housing encourages a supportive workplace environment that values and harnesses innovation and diversity.

# RESPONSIBILITIES AND ACCOUNTABILITIES

## Overview

This position entails the undertaking of a wide range of functions requiring the application of well-developed knowledge and skills to achieve results in line with the organisation's goals. The position works closely with the Client Housing Team Leaders and reports to the Manager, Service Delivery. The position:

- *assists in implementing programs and procedures*
- *works collaboratively with customers and stakeholders*
- *sets priorities and monitors workflows*
- *implements legislative, regulative and other contractual requirements*
- *collects and records information and data as required*

## Service Delivery Tasks and Activities

- Referrals and intake assessments
- Eligibility and needs assessments
- Decision panels and property allocation
- Property inspections and condition reporting
- Tenancy agreements
- Maintenance scheduling
- Liaising with contractors to ensure work is carried out according to contractual obligations
- Engaging tenants through participation processes and tenancy support plans
- Provide tenants with access to the resources, services and opportunities they need to maintain and sustain their tenancies
- Assist clients to resolve tenancy issues and neighbourhood disputes
- Identification and effective management of breaches
- Prompt escalation of issues where required
- Apply and work within legislative and regulatory requirements
- Deliver a high level of customer service
- Comply with all relevant service quality standards, consistently meeting timeframes
- Actively participate in organisational meetings

## Information Technology and information systems

- Promptly maintain records and other organisational data as required to ensure compliance, meet program and organisational reporting requirements

## Risk Management & WHS

- Adhere to workplace health and safety processes
- Identify and report risks
- Abide by HR policies and procedures

## Supervision & Development

- Actively participate in regular supervision and feedback
- Identify and attend training and participate in other professional development opportunities

# SELECTION CRITERIA

**SC1** Demonstrated experience or the ability to rapidly acquire knowledge and skills in property maintenance and management.

**SC2** Demonstrated high level communication skills including:

- The ability to rapidly build rapport, engage with and support tenants and a broad range of people and service agencies including builders, owners, contractors, real estate agents and community service providers, and
- Excellent written and verbal communication skills with the ability to produce well-articulated case notes, reports and correspondence.

**SC3** Knowledge of, or the ability to rapidly acquire knowledge of, relevant legislation and service standards as they apply to the operation of social and affordable housing services.

**SC4** Demonstrated case management and organisational skills including the ability to prioritise and coordinate workflow and to meet multiple and often conflicting priorities.

**SC5** Ability to engage in evidence based decision making and learn from experiences.

**SC6** Demonstrated ability to work effectively within a semi-autonomous work environment and effectively contribute to a positive work culture.

**Please note, possessing and maintaining a current driver's licence is an essential requirement of this position.**

## **Desirable:**

**DSC1** Tertiary or vocational qualifications in a relevant discipline

**DSC2** Demonstrated experience in the delivery of Housing and/or Tenancy programs, whilst not mandatory, will be highly regarded

Mangrove Housing is seeking exceptional people with the following qualities and attributes to complement the existing work team:

- An understanding of a range of issues that impact on managing community housing, including empathy for clients with a range of disadvantages and needs
- Collaborative, non-judgemental and inclusive approach to service delivery that is driven by the best interests of clients and achieving sustainable client outcomes
- Tenacity, resilience, flexibility and a passion for working with people

# Social and Community Services Employee

## Extract – Level 4

### B.4.1 Characteristics of this level

- (a)** A person employed as a Social and community services employee level 4 will work under general direction in functions that require the application of skills and knowledge appropriate to the work. Generally guidelines and work procedures are established.
- (b)** General features at this level require the application of knowledge and skills which are gained through qualifications and/or previous experience in a discipline. Employees will be expected to contribute knowledge in establishing procedures in the appropriate work-related field. In addition, employees at this level may be required to supervise various functions within a work area or activities of a complex nature.
- (c)** Positions may involve a range of work functions which could contain a substantial component of supervision. Employees may also be required to provide specialist expertise or advice in their relevant discipline.
- (d)** Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or a number of work areas.
- (e)** Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position, to achieve specific objectives.
- (f)** Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

### B.4.2 Responsibilities

To contribute to the operational objectives of the workplace, a position at this level may include some of the following:

- (a)** undertake activities which may require the employee to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined;
- (b)** perform duties of a specialised nature requiring the development of expertise over time or previous knowledge;
- (c)** identification of specific or desired performance outcomes;
- (d)** contribute to interpretation and administration of areas of work for which there are no clearly established procedures;
- (e)** expected to set outcomes and further develop work methods where general work procedures are not defined and could exercise judgment and contribute critical knowledge and skills where procedures are not clearly defined;
- (f)** although still under general direction, there is greater scope to contribute to the development of work methods and the setting of outcomes. However, these must be within the clear objectives of the organisation and within budgetary constraints;
- (g)** provide administrative support of a complex nature to senior employees;
- (h)** exercise responsibility for various functions within a work area;
- (i)** provide assistance on grant applications including basic research or collection of data;
- (j)** undertake a wide range of activities associated with program activity or service delivery;
- (k)** develop, control and administer a records management service for the receipt, custody, control, preservation and retrieval of records and related material;

- (l)** undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;
- (m)** apply computer programming knowledge and skills in systems development, maintenance and implementation;
- (n)** provide a reference and research information service and technical service including the facility to understand and develop technologically based systems;
- (o)** where the prime responsibility lies in a specialised field, employees at this level would undertake at least some of the following:
  - (i)** liaise with other professionals at a technical/professional level;
  - (ii)** discuss techniques, procedures and/or results with clients on straight forward matters;
  - (iii)** lead a team within a specialised project;
  - (iv)** provide a reference, research and/or technical information service;
  - (v)** carry out a variety of activities in the organisation requiring initiative and judgment in the selection and application of established principles, techniques and methods;
  - (vi)** perform a range of planning functions which may require exercising knowledge of statutory and legal requirements;
  - (vii)** assist senior employees with the planning and co-ordination of a community program of a complex nature.

### **B.4.3 Requirements of the position**

Some or all of the following are needed to perform work at this level:

#### **(a) Skills, knowledge, experience, qualifications and/or training**

- (i)** knowledge of statutory requirements relevant to work;
- (ii)** knowledge of organisational programs, policies and activities;
- (iii)** sound discipline knowledge gained through experience, training or education;
- (iv)** knowledge of the role of the organisation and its structure and service;
- (v)** specialists require an understanding of the underlying principles in the discipline.

#### **(b) Prerequisites**

- (i)** relevant four year degree with one years' relevant experience;
- (ii)** three year degree with two years of relevant experience;
- (iii)** associate diploma with relevant experience;
- (iv)** lesser formal qualifications with substantial years of relevant experience; or
- (v)** attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities,

**(c)** Employees undertaking specialised services will be promoted to this level once they have had the appropriate experience and undertake work related to the responsibilities under this level.

**(d)** Employees working as sole employees will commence at this level.

#### **(e) Organisational relationships**

- (i)** works under general direction;
- (ii)** supervises other staff and/or volunteers or works in a specialised field.

**(f) Extent of authority**

- (i) required to set outcomes within defined constraints;
- (ii) provides specialist technical advice;
- (iii) freedom to act governed by clear objectives and/or budget constraints which may involve the contribution of knowledge in establishing procedures within the clear objectives and/or budget constraints where there are no defined established practices;
- (iv) solutions to problems generally found in precedents, guidelines or instructions;
- (v) assistance usually available.