

Position Description

Position Title	Housing Allocations Coordinator
Reports to	Housing Services Team Leader – Client Services Hub
Team Function	Housing Services
Location	Melbourne Office
Hours per week	38 hours
Salary range	HCAL Grade 2 [SCHADS Award Paypoint Range 3.1 – 3.4] \$65,947.21 – \$70,709.57

Overview and Purpose of Role

The *Housing Allocations Coordinator* works in a team that delivers professional customer service to prospective and existing clients in accordance with policies and contractual obligations. Reporting to the Housing Services Team Leader of the Client Services Hub, the *Housing Allocations Coordinator* will be working as a responsible team member of a busy quality customer focussed Client Services Hub.

This position will play an integral role within the Customer Service team, supporting and guiding Housing Service Advisors with more complex enquiries and working across the wider team to coordinate vacancy management as well as monitoring, measuring and reporting on key performance compliance regarding turnaound times and other regulatory and contractual compliance requirements.

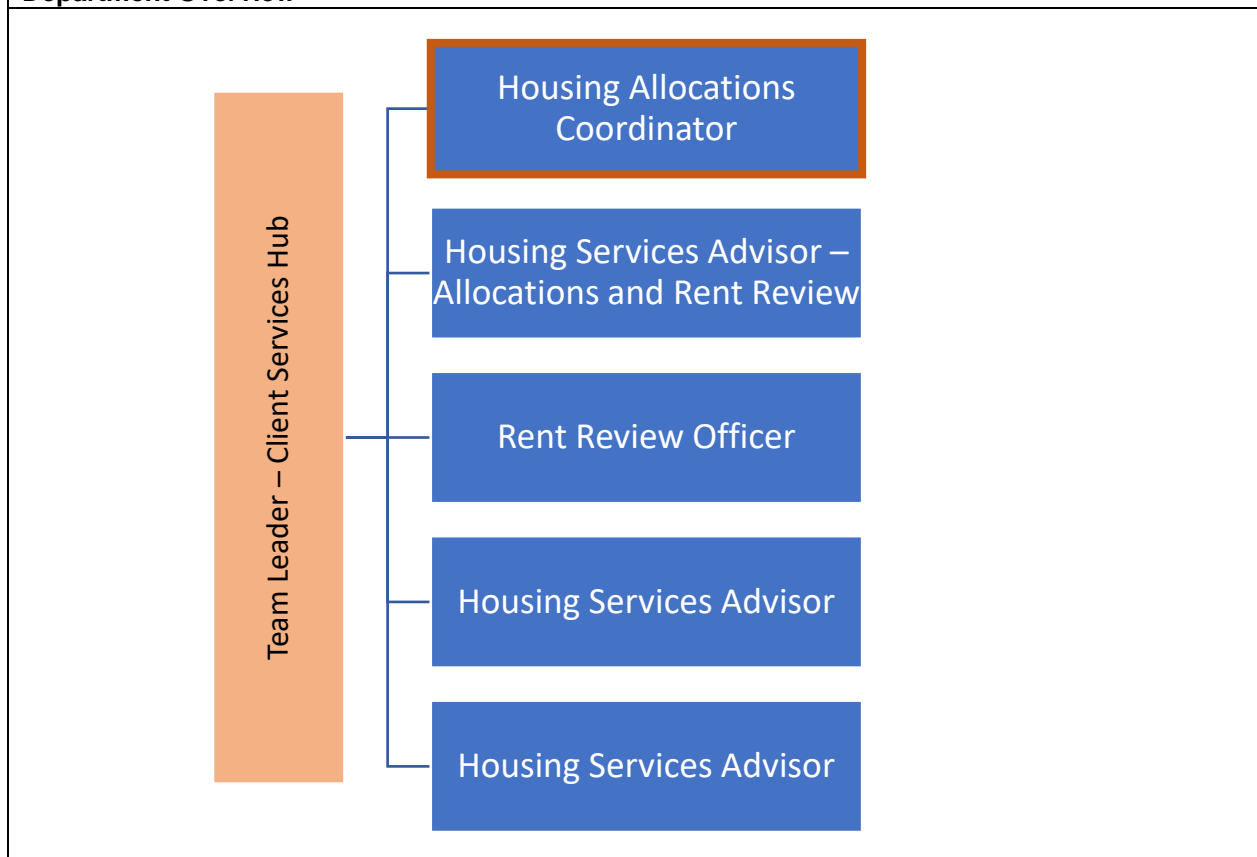
The role is also responsible to support the team with various administrative tasks related to rent reviews, initial assessment and planning services including the disbursement of the housing establishment funding, with reception duties and other administrative tasks as required by the business.

This role builds and maintains strong and effective working and business relationships with partners and stakeholders (both internal and external), including but not limited to DHHS, other Community Housing Providers, and homelessness and support agencies.

The position rewires high-quality end-to-end customer service which ensures all internal and external clients and stakeholders receive:

- appropriate and respectful communication;
- an efficient, consistent and complete service delivery;
- a comprehension of the process, what is required and its limitations; and
- information about how to appeal if they are dissatisfied with the outcome.

Department Overview



Key Accountabilities

Vacancies and Allocations coordination

- Working closely with the housing and property services teams, manage the coordination of vacancies and allocations processes.
- Ensuring vacancies are managed appropriately with timely completion of each stage of the process that meets contract and regulatory performance requirements, and that minimises void losses.
- Fulfil our mission by ensuring that vacancies are made available to people who are disadvantaged by housing markets and experiencing housing stress.
- Source applicants from the Victorian Housing Register (VHR) and keep records of interaction with contacted applicants and/or their supports on HiiP.
- Ensure that people seeking housing have access to the eligibility criteria, have been provided with guidance on how to apply for housing and, if required, are provided with (or referred to) appropriate supports to make an application for housing through the Victorian Housing Register.
- Communicate clearly to applicants and support agencies about our eligibility criteria and guidelines that apply to a vacancy and ensure that they have the ability to confidentially apply and navigate through the VHR applications process.
- Ensure that an offer of housing matches the applicants needs (e.g. property size, modifications required, access to support services, etc)
- Consider specific or additional eligibility requirements for allocation. These may present when a property has nomination rights, specific client target or contractual requirement. This also applies for hard to let properties and neighbourhood fatigue, as directed by Team Leader, Housing Services Manager or General Manager Housing (Vic);
- Meet the expectations of government partners for the delivery of social and affordable housing to the community;

- Confirm applicants ongoing eligibility to Social Housing and calculate rent according to State and contractual obligations.
- Conduct Housing Needs Assessment and complete risk assessment matrix in conjunction with the Housing Teams.
- Process accepted, refused and cancelled offers on Hiip in accordance with the VHR Service Agreement; and
- Comply with all contractual, legal, financial and regulatory obligations;

Reporting

- Processing data reporting on Excel;
- Developing and maintaining a set of practices to manage high quality data and information;
- Data reconciliation on tenant onboarding information;
- Data analysis and participation in various related business reportings;
- Data analysis extracted from the VHR Reporting Toolbox;
- Monitoring of compliances with applicable Key Performance Measures;
- Monitoring vacancy turn around times by utilising the Visual Management Board Allocations (VMBA) on Excel;
- Ensure escalation process is initiated when allocations standards are not met;
- Preparation of weekly, fortnightly and monthly reports;
- Preparation of Housing demand reports.

Customer Service

- Deliver outstanding customer service through timely, accurate and clear communication with clients, the adoption of a positive “can do” attitude and constructive responses to clients concerns, queries and requests.
- Work collaboratively to provide efficient and streamlined customer service which is valued and highly regarded by our customers.
- Effectively deal with customer requests, needs and requirements and proactively receive and act on feedback and complaints, escalating complex matters as required.
- Communicate with internal and external stakeholders politely, courteously and efficiently in writing, on the telephone and face to face
- Work as a contributing team member and participate in coaching, team activities and training to continuously support best practice in customer service.
- Maintain accurate customer service data, information and records as required.
- Ensure service standards which are delivered are in accordance with Housing Choices National Service Standards.
- Ensure all enquires (including complaints) are handled according to the Housing Choices National Service Standards, and within the required time frames.
- Reception duties as required within the Client Services Hub.

Rental Reviews

- Assist Rent Review Officer in the completion of annual rent reviews in line with HCA policies, procedures and agreed timelines.

NRAS compliance on allocation and Rent Review

- Comprehension and compliance with NRAS policies and procedures

- Assist with annual NRAS reporting and compliance as required
- Conduct audits on NRAS tenancy files to ensure all required documentation is completed and filed

Housing Intake, Assessment and Planning

- Assist HEF Officer with the Initial Assessment and Planning Service and with the management of the Housing Establishment Fund

Provide administrative support to all HCA teams, including but not limited to:

- General administrative tasks including but not limited to filing, printing, copying and binding.
- Assist with bulk mail-outs.
- Manage off-site archives including maintaining the archives register and archive retrieval.
- Set-up and tidy of facilities and catering for staff events.
- Daily banking duties.
- Ad hoc administrative support as required.

Knowledge, Qualification and Experience

(E) Essential (D) Desirable

Experience

- Experience in a customer service role (E)
- Experience in data management and reporting using Excel (E)
- Previous administrative experience (E)
- Experience with the Victorian Housing Register and HiiP (D)
- Experience using an housing management software (D)
- Experience in the Housing Sector (D)
- Experience in dealing with complex customer needs (D)

Knowledge and Qualifications

- Sound knowledge, or desire of, working within the community housing sector (E)
- Knowledge of reporting techniques and practises including the ability to create meaningful and well presented reports using Excel; (E)

Skills

- Skilled in the use of Microsoft Office Suite, in particular Excel (E)
- High attention to details (E)
- Conceptual, analytical and problem solving skills (E)
- Well-developed written and oral communication skills and relationship management skills (E)
- Well-developed organisational skills including ability to manage conflicting priorities without affecting quality of service delivery (E)
- Accurate and efficient data entry skills using Excel and other Management Software (E)
- A high competence of numeracy and literacy (E)
- Ability to display sensitivity, discretion and diplomacy in interaction with others (E)
- Ability to adapt to changing environments and requirements including an ability to support others through the change process (E)
- Knowledge of the income support system for people on very low incomes (D)

Other Requirements:

- Willingness to undertake relevant Police and working with Children Checks screening. (E)

- Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless people, people with disability and people from a non-English speaking background. (E)
- Current driver's licence and willingness to travel across Housing Choices' sites as required. (E)

Note: This position description is aimed at describing the core output that should be achieved in this role. It is not intended to include specific tasks, temporary activities or projects. This generic approach in writing overall purpose and accountabilities supports focus on key outputs and flexibility in a changing context.

This role description is accepted by:

Job Holder Date

Manager Date