

## Position Description

<b>Position Title</b>	<b>Housing Services Advisor</b>
<b>Reports to</b>	Housing Services Team Leader – Client Services Hub
<b>Team Function</b>	Housing Services
<b>Location</b>	Melbourne Office
<b>Hours per week</b>	38 hours
<b>Salary range</b>	HCAL Grade 1 [SCHADS Award Paypoint Range 2.1 – 2.4] \$58,531 – \$63,865

### Overview and Purpose of Role

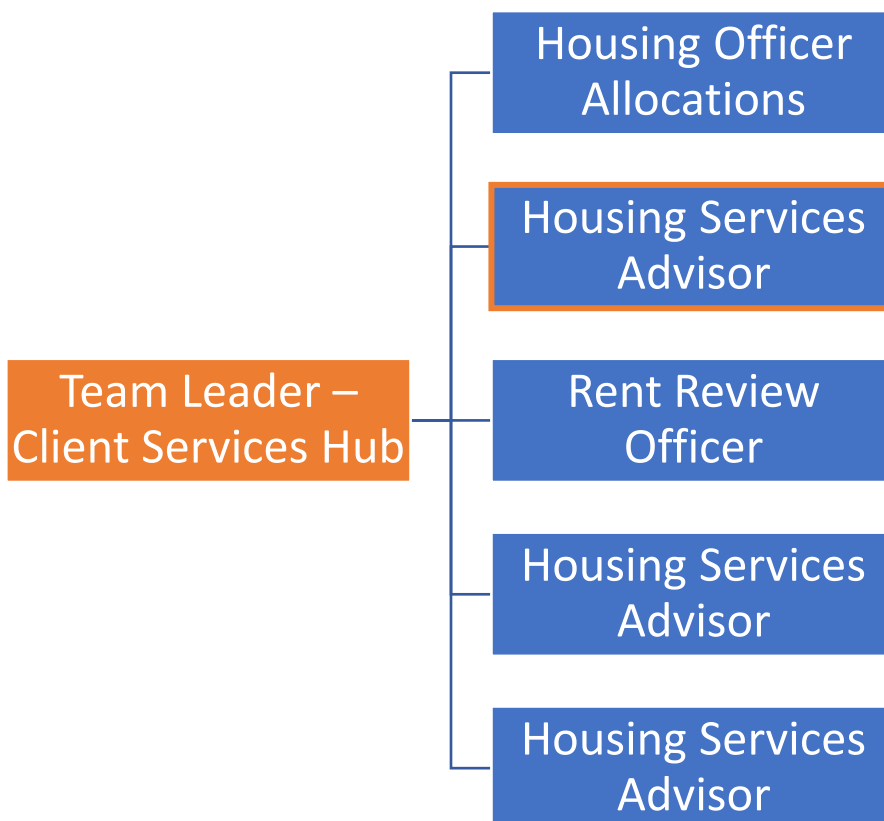
The *Housing Services Advisor* works in a team that delivers professional customer service to prospective and existing clients in accordance with policies and contractual obligations. Reporting to the Housing Services Team Leader of the Client Services Hub, the *Housing Services Advisor* –will be working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

The responsibility of the *Housing Services Advisor* is to administer the coordination of vacancies and allocations, as well as support the Rent Review Officer with various essential administrative duties related to rent reviews. The role is also responsible to assist with 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 delivers 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 limitation; and
- information about how to appeal if they are dissatisfied with the outcome.

**Department Overview**



**Key Accountabilities**

**Customer Service**

- Communicate with internal and external stakeholders politely, courteously and efficiently in writing, on the telephone and face to face
- Ensure service standards which are delivered are in accordance with Housing Choices National Service Standards.
- Promote and actively participate in customer care and quality assurance initiatives
- Participate in the delivery of the housing information referral services as required.
- 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.

**Vacancies and Allocations coordination**

- Administer the coordination of vacancies and allocations.
- 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
- Source applicants from the Victorian Housing Register (VHR) and keep records of interaction with contacted applicants and/or supports on HiIP.

- Fulfil our mission by ensuring that vacancies are made available to people who are disadvantaged by housing markets and experiencing housing stress.
- Communicate clearly to applicants and support agencies about our eligibility criteria and guidelines that apply to a vacancy.
- Request documentation for assessment of ongoing eligibility to social housing and complete rent calculation.
- 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;
- Meet the expectations of government partners for the delivery of social and affordable housing to the community;
- Identify client, assess eligibility and suitability, offer and allocate vacancies in a timely and efficient manner that meets regulatory performance requirements and that minimise void losses;
- 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;

#### **Rental Reviews**

- Assist Rent Review Officer in the completion of annual rent reviews in line with HCA policies, procedures and agreed timelines.
- Preparation of worksheets, folders and data for each portfolio;
- Ongoing communication to relevant internal teams about status of each potfolio;
- Ongoing communication to residents about the status of their rent review, changes to their rent and effective date, in line with timeframe, HCA's policies and procedures and RTA;
- Review documentation submitted by residents relating to household income and assesses rent in accordance with policy and procedure.
- Request further information from residents where information submitted is inaccurate or incomplete and ensure requests are followed up within the required timeframe.
- Ensure resident enquiries are processed within required timeframes.
- Securely store residents income and Centrelink Consent information in tenancy management system.
- Retain rent calculation documents, communication to and from the resident in tenancy management system.
- Update new rental charge on tenancy management system and process adjustments to rent accounts when applicable.
- Work collaboratively with Housing Officers to ensure that residents submit the required documents
- Review all applicable policies at least once per year and make recommendations for improvement of those policies if required as part of the HCA continuous improvement cycle.

#### **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 dealing with complex customer needs (D)
- Previous administrative / reception experience (E)
- Experience using an housing management software (D)
- Experience with the Victorian Housing Register and HiiP (D)

**Knowledge and Qualifications**

- Sound knowledge, or desire of, working within the community housing sector (E)

**Skills**

- Skilled in the use of Microsoft Office Suite (E)
- High attention to details (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 (E)
- Knowledge of the income support system for people on very low incomes (D)
- 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)

**Other Requirements:**

- Willingness to undertake relevant Police and working with Children Checks screening.
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless people, people with disability and people from a non-English speaking background.
- Current driver's license and willingness to travel across Housing Choices' sites as required.

**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.

<b>This role description is accepted by:</b>			
Job Holder	.....	Date	.....
Manager	.....	Date	.....