

### Housing Support Officer

|                                      |  |             |             |
|--------------------------------------|--|-------------|-------------|
| Department                           | Operations   | Reports To  | Team Leader |
| Positions reporting to this position | None   |             |             |
| Location                             | Goulburn Street, Sydney  | Award Level | 3           |
| Award Name                           | Social, Community, Home Care and Disability Services Industry Award 2010 |             |             |

#### Primary Purpose of this Position

The purpose of the Housing Support Officer position is to provide administrative support and back up to the Housing team to ensure consistent quality service delivery to our customers, and assist to maintain accurate records and reporting.

#### Accountabilities

1. Deliver consistent quality services to tenants in the portfolio by adhering to the service levels outlined in the Customer Service Charter and relevant Housing policies and procedures.
2. Support the Housing Team to meet their KPI's by being a backup Housing Manager's in their absence and providing administrative support to help them manage their portfolios
3. Support the Housing Team meets its regulatory and compliance obligations by updating and maintaining accurate property and customer records in the relevant IT and records management systems.
4. Support the Housing team meet their KPI's and improve their overall performance by developing and preparing reports for analysis and review.

#### OTHER SKILLS, EXPERIENCE AND QUALIFICATIONS

- Intermediate knowledge in Microsoft Office Suite

## KEY CAPABILITIES

### Cultural Capabilities

Cultural capabilities are common to all jobs at Bridge Housing. They describe the critical behaviours and ways of relating to work colleagues and others. These capabilities translate the Bridge Housing corporate values such as socially responsible, people focussed, building relationships and professionalism and integrity.

#### SOCIAL AWARENESS

| Capability and Elements                                    | Behavioural Indicators   | Capability Level |
|--|--|------------------|
| Demonstrates social awareness                              | <ul style="list-style-type: none"> <li>Demonstrates an understanding of the issues facing consumers from various cultures and demographic backgrounds.</li> <li>Shows commitment to improving one's own skill and knowledge in this area.</li> </ul>   | Level 1          |
| Understands the operating environment and its stakeholders | <ul style="list-style-type: none"> <li>Demonstrates some awareness of the sector and uses that understanding to guide communication and behaviour.</li> <li>Develops an understanding of the organisation's policies and processes and demonstrates a good understanding of those that relate to the work in the role/area.</li> </ul> | Level 1          |
| Values diversity and social inclusion                      | <ul style="list-style-type: none"> <li>Demonstrates sensitivity and respect for diversity and differences in clients and other stakeholders.</li> <li>Works effectively with people from diverse backgrounds in the workplace and community.</li> </ul>  | Level 1          |

#### CLIENT FOCUSED

| Capability and Elements                    | Behavioural Indicators   | Capability Level |
|--|--|------------------|
| Demonstrates service orientation           | <ul style="list-style-type: none"> <li>Demonstrates an awareness of who the internal and external clients are and the type of service required.</li> <li>Considers the client in all decision making.</li> <li>Uses empathy and understanding when dealing with all clients.</li> <li>Shows enthusiasm and commitment to service of clients.</li> <li>Is responsive to clients needs.</li> <li>Focuses on client satisfaction.</li> <li>Builds trust with clients through honesty and providing a supportive service.</li> </ul> | Level 2          |
| Strives for excellence in service delivery | <ul style="list-style-type: none"> <li>Strives to meet client needs and delivers on promises.</li> <li>Considers the client in all decision making.</li> <li>Keeps clients informed of progress and checks needs have been met.</li> </ul>   | Level 1          |
| Demonstrates professional empathy          | <ul style="list-style-type: none"> <li>Applies an awareness of clients' needs when undertaking the job role.</li> <li>Applies appropriate sensitivity and interpersonal skill when managing interactions with clients.</li> <li>Respects client confidentiality and privacy.</li> </ul>  | Level 1          |

#### STRATEGIC RELATIONSHIPS AND PARTNERSHIPS

| Capability and Elements           | Behavioural Indicators                             | Capability Level |
|-----------------------------------|--|------------------|
| Builds relationships and networks | <ul style="list-style-type: none"> <li></li> </ul> | Level            |
| Works effectively in a team       | <ul style="list-style-type: none"> <li></li> </ul> | Level            |

#### CONTINUAL IMPROVEMENT AND CHANGE

| Capability and Elements           | Behavioural Indicators                             | Capability Level |
|-----------------------------------|--|------------------|
| Strives for continual improvement | <ul style="list-style-type: none"> <li></li> </ul> | Level            |
| Manages and embraces change       | <ul style="list-style-type: none"> <li></li> </ul> | Level            |

PROFESSIONALISM AND INTERGRITY

Capability and Elements

Acts with integrity

Works within safety, risk and governance frameworks.

Behavioural Indicators

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Capability Level

Level

Level

## Enabling Capabilities

Enabling capabilities are the core skills, knowledge and abilities required to effectively deliver and perform most roles at Bridge Housing. They support the delivery of a person's accountabilities and KPI.

| PLANNING AND ORGANISING   |                        |                  |
|---|------------------------|------------------|
| Capability and Elements   | Behavioural Indicators | Capability Level |
| Planning and organisational skills including strategic planning | •                      | Level            |
| PROBLEM SOLVING AND DECISION MAKING                             |                        |                  |
| Capability and Elements   | Behavioural Indicators | Capability Level |
| Demonstrates analytical thinking and problem solving skills     | •                      | Level            |
| COMMUNICATION   |                        |                  |
| Capability and Elements   | Behavioural Indicators | Capability Level |
| Demonstrates effective verbal communication skills              | •                      | Level            |
| Uses written communication effectively                          | •                      | Level            |
| Negotiates with skills and influence                            | •                      | Level            |
| Manages and resolves conflict                                   | •                      | Level            |
| TECHNOLOGY  |                        |                  |
| Capability and Elements   | Behavioural Indicators | Capability Level |
| Uses and harnesses technology                                   | •                      | Level            |
| POLICY AND PROCEDURES   |                        |                  |
| Capability and Elements   | Behavioural Indicators | Capability Level |
| Develops and maintains workplace policy and procedures          | •                      | Level            |

## Professional Capabilities

Professional capabilities define the specific knowledge, skills, abilities that are specialist or specific in nature. They are not relevant to all roles at Bridge Housing, however have been identified as critical to delivering Bridge Housing's objectives now and in the future.

| FINANCIAL MANAGEMENT                                 |                        |                  |
|--|------------------------|------------------|
| Capability and Elements                              | Behavioural Indicators | Capability Level |
| Demonstrates sound financial management practices    | •                      | Level            |
| PROJECT MANAGEMENT                                   |                        |                  |
| Capability and Elements                              | Behavioural Indicators | Capability Level |
| Experience managing and/or participating in projects | •                      | Level            |