

Tenant Participation Officer

Department	Housing and Community	Reports To	Sustainable Communities Manager
Positions reporting to this position	None		
Location	Redfern, NSW	Award Level	Level 4
Award Name	Social, Community, Home Care and Disability Services Industry Award 2010		

Primary Purpose of this Position

The Tenant Participation Officer is responsible for the implementation of Bridge Housing's tenant participation events and programs. These initiatives have the purpose of providing tenants with the opportunity to raise issues and provide feedback to Bridge that supports the continuous improvement and development of Bridge Housing services and improve tenant and community wellbeing.

Accountabilities

Assist Bridge Housing to deliver quality homes and services to residents by:

1. Contributing to the development and implementation of the Housing and Community business plan and related activities that support tenant participation.
2. Developing and implementing initiatives, programs and events that enhance tenant engagement, encourage feedback and maximise tenant participation.
3. Continuously growing tenant engagement through the ongoing facilitation and professional governance of the Tenant Advisory Group and other mediums.
4. Coordinating tenant feedback systems and assisting the Sustainable Communities Manager prepare reports on results to key stakeholders.
5. Keeping up to date with research and sector knowledge around innovative and best practice methods in social inclusion, engagement and participation.

Assist Bridge Housing to develop our people through:

6. Working closely with the Housing and Community to teams to ensure a collaborative and sustainable approach to tenant participation.

Assist Bridge Housing to enhance our reputation and extend our relationships by:

7. Participating in networks and partnerships, attending industry forums and being an active member of the community-housing sector.

OTHER SKILLS, EXPERIENCE AND QUALIFICATIONS

- Social Work Degree
- Diploma of Community Services or related work experience
- NSW Drivers License

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"> • Demonstrates a good knowledge of multiple cultures and continually develops and improves own knowledge. • Demonstrates experience and skill when communicating with multiple cultures. • Continually shares knowledge and experience in working in a culturally diverse environment with those less experienced. • Provides training and coaching to others to improve their social and cultural knowledge. 	Level 3
Understands the operating environment and its stakeholders	<ul style="list-style-type: none"> • Maintains a good understanding of current issues affecting the sector and its consumers. • Maintains current knowledge of key legislation, policies and practices relating to the sector and the organisation. • Interprets and applies relevant legislation, regulations, policy and procedures in undertaking work. • Exercise judgement and contributes critical knowledge and skills where procedures are not clearly defined 	Level 2
Values diversity and social inclusion	<ul style="list-style-type: none"> • Demonstrates a passion for social justice and social inclusion. • Shares knowledge and experience in working in a culturally diverse environment with those less experienced. • Demonstrates equitable and socially inclusive decision making and work practices when dealing with clients and other key stakeholders. 	Level 2

CLIENT FOCUSED

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates service orientation	<ul style="list-style-type: none"> • Is responsive to clients needs. • Focuses on client satisfaction. • Builds trust with clients through honesty and providing a supportive service. 	Level 2
Strives for excellence in service delivery	<ul style="list-style-type: none"> • Strives to meet client needs and delivers on promises. • Considers the client in all decision making. • Keeps clients informed of progress and checks needs have been met. 	Level 1
Demonstrates professional empathy	<ul style="list-style-type: none"> • Advocates the needs of clients to advance their interests. • Understands unexpressed or complex thoughts when dealing with clients. 	Level 2

STRATEGIC RELATIONSHIPS AND PARTNERSHIPS

Capability and Elements	Behavioural Indicators	Capability Level
Builds relationships and networks	<ul style="list-style-type: none">Has a network of business contacts that are nurtured and maintained for the mutual benefit of the client and the organisation.Demonstrates how partnerships have positively affected the delivery of personal and organisational goals.	Level 2
Works effectively in a team	<ul style="list-style-type: none">Works cooperatively within own team and cross functional teams where required to achieve goals.Shows maturity and understanding of the needs of others.	Level 2

CONTINUAL IMPROVEMENT AND CHANGE

Capability and Elements	Behavioural Indicators	Capability Level
Strives for continual improvement	<ul style="list-style-type: none">Looks for and suggests alternatives which could positively improve the organisation.Contributes ideas for improvement.	Level 2
Manages and embraces change	<ul style="list-style-type: none">Shows initiative in suggesting changes to own work and the wider work area.Responds positively and effectively to unexpected change.Adapts skills and knowledge to new situations and work practices.	Level 2

PROFESSIONALISM AND INTERGRITY

Capability and Elements	Behavioural Indicators	Capability Level
Acts with integrity	<ul style="list-style-type: none">Delivers on promises and to deadline.Understands and demonstrates the need to balance responsibilities to the organisation, clients and a wider stakeholder network.Interacts and responds to others in a personable and professional manner which is non judgemental.	Level 2
Works within safety, risk and governance frameworks.	<ul style="list-style-type: none">Contribute to the identification and control of risks and hazards in the work place.Interprets and applies relevant regulations, policy and procedures and ensures compliance in work practices.Demonstrates a commitment to client privacy and confidentiality by securing records and practicing excellent administration practices.	Level 2

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	<ul style="list-style-type: none"> Plans and prioritises own work to achieve defined plans and work tasks. Seeks clarification of priorities as required. Manages own time and uses tools effectively to assist with planning and organising. Able to multitask effectively. 	Level 2
COMMUNICATION		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates effective verbal communication skills	<ul style="list-style-type: none"> Confidently conveys ideas and information in a clear and interesting manner. Explains complex concepts in such a way as to be understood by the target audience. Develops scripts and presentations to range of audiences on specific projects and initiatives. Models good verbal communication techniques to the team. Diffuses tense situations comfortably. 	Level 3
Uses written communication effectively	<ul style="list-style-type: none"> Demonstrates knowledge of effective communication and uses the most appropriate method. Develops briefs and recommendations which balance competing ideas and arguments. Writes policy and procedures in a logical and systematic way. 	Level 3

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	<ul style="list-style-type: none">• Demonstrates basic ability to analyse financial reports and drawing conclusions.• Manages budgets and financial targets relevant to the role.	Level 2
PURCHASING AND SUPPLIER MANAGEMENT		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates sound purchasing and supplier management	<ul style="list-style-type: none">• Researches potential suppliers and selects the best options for the business.• Maintains awareness of contracts relating to own position and ensures that work fulfils contractual obligations.• Aims for sustainability in purchasing decisions.	Level 2
PROJECT MANAGEMENT		
Capability and Elements	Behavioural Indicators	Capability Level
Experience managing and/or participating in projects	<ul style="list-style-type: none">• Has a good understanding of project management methodologies.• Participates in project planning, monitoring and evaluations.• Alerts project leader immediately on discovery of problems that may put the project in jeopardy or behind schedule.• Assists in planning the work in area of expertise.• Adjusts priorities in response to project needs.• Provides feedback for continual improvement after project close.	Level 2