

<b>POSITION TITLE</b>	<b>Coordinator, Allocations &amp; Front-End Services</b>
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<b>LOCATION</b>	Head Office: Level 3, 492 St Kilda Road Melbourne
<b>STATUS</b>	Permanent full time
<b>DATE</b>	July 2022

<b>POSITION SUMMARY</b>	
<p>The Coordinator, Allocations and Front-End Services has responsibility for ensuring a high standard of performance and professional practice in the allocation of new and existing properties across the housing portfolios, and the front end customer service experience, through effective management, policy and procedure development and operational continuous improvement.</p> <p>This position will work alongside the Housing Services Management Team to ensure consistency of standards and to carry out HousingFirst's mission, values, and strategic objectives to internal and external stakeholders.</p>	

<b>POSITION RELATIONSHIPS</b>	
<b>Direct Supervisor</b>	General Manager, Housing Services
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• Allocations Officer/s</li> <li>• Customer Service &amp; Administration Officer/s</li> </ul>
<b>Other</b>	<p><u>Internal</u></p> <ul style="list-style-type: none"> <li>• Other Coordinators in Housing Services</li> <li>• Coordinator, Facilities</li> <li>• Housing Officers</li> <li>• Community Development team</li> <li>• Management Team</li> </ul> <p><u>External</u></p> <ul style="list-style-type: none"> <li>• Tenants and applicants</li> <li>• Department of Families, Fairness and Housing (DFFH)</li> <li>• Support and referral agencies</li> <li>• Community housing agencies</li> <li>• Peak industry bodies and associated networks</li> <li>• VCAT</li> </ul>

## KEY ACCOUNTABILITIES AND OUTCOMES

### ***Allocation Management***

- Oversee the coordination of offers and allocations for all new and existing properties, utilizing VHR, marketing of new properties using internet and other communications strategies, and 'open house' inspections.
- Provide a fair and open process for prospective tenants to gain access to housing in accordance with HousingFirst policy and procedures.
- Ensuring allocations and vacant turnaround times are managed in line with performance expectations, compliance requirements and HousingFirst policy and procedures.
- Monitor housing offers and allocation performance and conduct regular audits of electronic and paper files to ensure adherence to policies and procedures.

### ***Front-End Customer Services***

- Ensure excellent front end customer service experience to our stakeholders through effective management and operational continuous improvement.
- Cultivate positive working relationships between housing, customer service and administration staff and ensure integration with staff located in other HousingFirst offices.
- Ensure all front-end communication channels (phone, front counter, email in-boxes etc..) are effectively resourced and responded to in a timely manner.

### ***KPIs and Reporting***

- Analyse and report on key performance indicators and trends from monthly and quarterly activity and undertake consultation with General Manager Housing Services to inform the ongoing management and development of housing services delivery.
- In conjunction with the General Manager Housing Services, determine performance data to be collected and undertake regular monitoring and analysis of such data.
- Work with the General Manager and Housing Services Management Team to ensure that any risks arising that affect properties, tenancies or customer service are adequately dealt with and maintain a regime of continuous process improvement

### ***Policy and Procedure***

- Work proactively and cooperatively with members of the Housing Services Management Team to identify how policy and practice can be improved.
- Review, develop and implement Housing Services policy and procedures in line with organisational requirements, best practice and the regulatory framework.
- Maintain professional knowledge to contribute to the identification of learning needs for optimising housing service delivery.

### ***Leadership & Performance Management***

- Actively lead, manage and mentor direct reports to develop an effective and engaged team.
- Regularly review individual roles and workloads within the team to ensure team resources are being used effectively, efficiently, fairly and in a way that is sustainable over the long term
- Provide regular opportunities for team building, communication, training, professional development through team meetings, performance and development reviews and other means as appropriate.
- Develop and maintain a team culture of open and honest communication, consultation and delegated responsibility.
- Provide effective supervision and performance management of staff in accordance with HousingFirst policies and procedures.

- Ensure direct reports are informed about wider organisational issues, strategic directions and Board and management decisions.

***Other accountabilities***

- Undertake other duties as directed by the General Manager Housing Services consistent with the position.
- Contribute to strategic planning discussions and activities as described in HousingFirst's business and strategic plans.
- Collaborate with the General Manager Housing Services in the development of operational plans.
- Notify the General Manager Housing Services of any actions by staff that could potentially damage HousingFirst's reputation or place the organisation at risk.
- Plan for, attend and actively participate in staff meetings
- Work within HousingFirst policies and procedures and maintain high standards of work.

**POSITION CRITERIA**

***Essential Requirements***

- Demonstrated people leadership experience and a proven ability to coach and develop teams in the achievement of business outcomes with a key focus on quality service delivery.
- Excellent verbal and written communication skills.
- Demonstrated ability to delegate responsibility when required, align team with organisational direction, prioritise work and track team progress to achieve goals.
- A non-hierarchical and hands on approach with well-developed people skills.
- Demonstrated ability to size up situations, judge priorities and develop solutions.
- Consistently looks for new ways to improve systems and processes to maximise efficiency.
- Consistently demonstrates initiative, works autonomously, and maintains a high level of energy, optimism and resilience.
- Well-developed interpersonal and relationship management skills with ability to forge useful partnerships.
- Responsive to feedback including constructive feedback in an objective manner.

***Desirable Attributes***

- Previous experience in a similar role ideally within the Housing Services or related sector/s.
- Working knowledge of the Residential Tenancy Act (landlord responsibilities) is desirable.
- Understanding of community capacity building and strengthening.
- Excellent e-skills in standard software applications.

***Other***

- Current satisfactory National Police check clearance.
- Current satisfactory Working with Children Check (Victoria).
- Current Victorian driver's license.

## HousingFirst

HousingFirst Ltd is an award-winning, independent, not-for-profit organisation providing social and affordable community housing for people on low to moderate incomes. The company was established in 1986 and achieved registration as a Housing Association in 2005 under the Housing Act 1983 (Victoria). We draw on 35 years of financial, design, construction and project management experience to create some of Melbourne's most attractive and livable developments.

The company owns and manages a property portfolio of 1193 homes across 46 sites in six municipalities in the Melbourne metropolitan area. As a result, we provide homes to more than 1800 people each night. We manage an asset base valued at over \$375 million operating out of three locations at St Kilda Road, Ashwood and Ascot Vale. Our services are particularly targeted to people who are disadvantaged, experiencing housing stress or at risk of homelessness.

What makes HousingFirst unique is its locally-based approach to housing management with the emphasis on building local communities that are welcoming, socially inclusive and great places to live. HousingFirst brokers support when tenants need it, and invests in community building activities that tenants and the broader community identify as important to them.

HousingFirst also works closely with the broader housing and support sector, as well as being involved with National and State peak bodies and community housing initiatives.

## POSITION HOLDER

Signature	Name	Date