



SGCH Community Engagement Assistant Position Description

SCHCADS Award Level 3

Key role details

| Community Engagement Assistant | |
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| Reports to (position) | Place Coordinator |
| Department | Customers |
| Location | Hurstville, Bonnyrigg, St Leonards, Redfern (may be required to work at other SGCH office locations from time to time) |
| Remuneration level | Level 3 |
| Essential requirements | <ul style="list-style-type: none">Experience in a busy and demanding administrative environmentExcellent customer service skillsExperience working with individuals from diverse backgrounds and culturesStrong organisational and time management skillsGood written and verbal communication skillsSelf-motivated with a learning mindset, with experience working collaboratively to deliver outcomesCurrent NSW driving license |
| Desirable skills | <ul style="list-style-type: none">Degree or relevant experience in social work, social services, community services, welfare, or relevant disciplineExperience in community development work or related areaExperience in event managementExperience working with vulnerable people including those experiencing homelessness, mental health issues, domestic and family violence, disabilities, young people or older peopleUnderstanding of social and affordable housing |



Position summary

As an SGCH Community Engagement Assistant you support the delivery of community development and placemaking activities that aim to strengthen community connections and empower social housing tenants to become involved in their local community.

The focus of an SGCH Community Engagement Assistant is to provide a full range of administrative support for a program of identified community development activities and events. You work as part of a team of dedicated SGCH team members and partner organisations with a shared purpose to increase the opportunities for people living in social housing communities to improve their sense of community, health and wellbeing.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.

Your Success Profile

| Community Engagement Assistant | |
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| Knowledge – ‘What do you know?’ Value and importance of social and affordable housing to individuals and the community How to work with vulnerable people from a range of backgrounds How to be flexible and organised to deliver services as a team | Experience – ‘What have you done?’ Worked in a challenging customer service environment Planned and prioritised a busy workload Delivered services to meet and exceed operational benchmarks |
| Behaviours – ‘What can you do?’ Provide exceptional customer service Organise community development activities and events Support the delivery of high-quality services by working as part of a team | Personal qualities – ‘Who you are’ Enjoy working with a business head and a social heart Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customers |



Your work as an SGCH Community Engagement Assistant

| Our strategic work areas Your daily work | |
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| Vision, purpose and strategy | <ul style="list-style-type: none"> • Working together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Working as a team to deliver great places, thriving people, connected communities • Aspiring to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday |
| Customer service | <ul style="list-style-type: none"> • Showing respect, courtesy and fairness when interacting with our customers • Responding to customer enquiries and requests with care and urgency • Keeping customers informed about issues they have raised and seeking feedback to ensure their needs are met |
| Community development | <ul style="list-style-type: none"> • Working in accordance with community development fundamentals and principles of empowerment, inclusion and diversity, collaboration and participation, transparency and trust • Supporting tenants to connect, engage and participate in their community, to reduce social isolation and create a sense of belonging • Supporting the delivery of community development and placemaking activities and events |
| Administrative support | <ul style="list-style-type: none"> • Managing logistics for activities and events by booking spaces, sending event invitations and arranging catering • Setting up, taking attendance for, and running activities and events • Recording tenant feedback from engagement activities to support community development and placemaking planning • Minute-taking for internal and external working groups and meetings |
| Leadership and teamwork | <ul style="list-style-type: none"> • Working as a team to provide best practice services • Collaborating with teams across our organisation to improve outcomes for customers • Supporting team members to deliver the best services they can by sharing knowledge and skills; and working together to resolve challenging situations |
| Self-management | <ul style="list-style-type: none"> • Working flexibly to adapt and respond quickly when situations change • Being open to new ideas, seeking feedback and responding constructively • Looking for and taking advantage of opportunities to learn new skills and develop strengths • Resilience and able to work under pressure |



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| Business excellence and innovation | <ul style="list-style-type: none"> • Planning and completing work to agreed timeframes and standards • Understanding team and organisational objectives and aligning your activities accordingly • Identifying ways to improve systems or processes to achieve better outcomes |
| Legislation, policies and procedures | <ul style="list-style-type: none"> • Understanding and following legislation, rules, policies, guidelines and codes of conduct that apply to your role • Helping others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensuring the privacy of customer and organisational information is protected at all times |
| Compliance and reports | <ul style="list-style-type: none"> • Accurately collecting and recording tenancy and other information • Contributing to the collection of data and information on operational performance • Attending regular (at least weekly) team huddles and regional team meetings to monitor operational performance and share information • Accurate reporting with detailed analysis that supports operational excellence |
| Accountability and risk | <ul style="list-style-type: none"> • Identifying and following safe work practices; and being vigilant about their application by self and others • Attending workplace health and safety training • Being aware of risks that might impact on the completion of an activity and escalating these when identified • Speaking out against misconduct and inappropriate behaviour |
| Information technology | <ul style="list-style-type: none"> • Using core office software applications such as Outlook, Word and Excel • Managing and updating information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Complying with SGCH policies on the acceptable use of technology |



| Our expectations | Your values and behaviours |
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| Top accountabilities | <ol style="list-style-type: none"> 1. Provide responsive and respectful customer centric services in accordance with our Customer Service Standards and commitments 2. Actively manage safety and promote our safety culture 3. Core focus to support community development and placemaking activities designed to meet tenant and social housing community needs 4. Provide administrative support for tenant meetings, community development and placemaking activities 5. Organise and attend tenant community events and activities 6. Record tenant feedback from engagement activities to support community development and placemaking planning 7. Support enhanced tenant health and wellbeing by working within our placemaking and partnership practice frameworks 8. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers 9. Apply the Australian Privacy Principles when managing customer information and data 10. Attention to detail when inputting and managing customer information and data, within set timeframes |
| 5 iSARI values | <ol style="list-style-type: none"> 1. Innovation – to find new and better ways of working, to deliver the most impact for our customers and to support us to be a leading community housing business 2. Support – a business environment that is caring and provides support and encouragement to everyone involved in managing, delivering, and using our services. Engagement with SGCH goals 3. Accountability – to be transparent and accountable to our stakeholders for our actions and decisions and being professional in the way we conduct business every day 4. Respect – for the unique contribution of our team members, partners and customers, whatever their circumstances. Willingness to listen to and understand others and to collaborate and innovate through shared learning 5. Integrity – to be honest, open, and appropriate in our communications with others, understand and meet our governance and management responsibilities, and act with discernment |
| 4 vital behaviours | <ol style="list-style-type: none"> 1. 'I speak up' – speak up and share your opinion to lead to great outcomes for yourself, customers, colleagues, and the business. Create a space for this behaviour by encouraging others to speak up, listen and respond with care and respect |



2. 'I make mindful requests' – make sure your requests are mindful to save time and ensure tasks are done right the first time to prevent confusion. Mindful requests help you understand what you commit to and improve how we work together to make a better experience for our customers
3. 'I ask, "Is there a better way"?' – explore alternative options to achieve the outcomes we are looking for. This creates an opportunity for us to learn and develop, it prompts us to think differently, consider multiple perspectives and be creative
4. 'I do what I say I will' – to be conscious of the commitments we make to ensure they are achievable and we have everything we need to perform a task before we start. This helps us build trust and collaborate to deliver outcomes for our customers

Our service commitment We value our customers and have developed these Customer Service Standards to demonstrate our commitment and measure our progress in providing a consistent, excellent customer experience:

1. We provide access to affordable homes and high-quality services for you
2. We listen and value your views
3. We explore new and better ways of doing things
4. We do what we say we will do
5. We respect you