



SGCH Community Engagement Coordinator Position Description

SCHCADS Award Level 4

Key role details

Community Engagement Coordinator	
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 4
Essential requirements	<p>Tertiary qualifications or relevant experience in community services, social work or similar</p> <p>Experience working with people from diverse backgrounds and cultures, including Aboriginal people</p> <p>Experience using community development tools including surveys, terms of references and event plans</p> <p>Understanding of community development fundamentals and principles of empowerment, inclusion and diversity, collaboration and participation, transparency and trust</p> <p>Understanding of social housing and the needs of tenants and applicants</p> <p>Strong organisational and time management skills</p> <p>Strong written and verbal communication skills including listening with empathy</p> <p>Current NSW driving license</p>
Desirable skills	<p>Experience with social media as a community engagement tool</p> <p>Conversational or fluent in a community language other than English</p> <p>Experience working with vulnerable people including those experiencing homelessness, mental health issues, domestic and family violence, disabilities, young people or older people</p> <p>Understanding of social and affordable housing</p>



Position summary

As an SGCH Community Engagement Coordinator, you work with social housing tenants and communities to strengthen community connections and empower tenants to become involved in their local community. You are customer service focused and responsive to tenant needs, working with communities to identify activities and services they need, involving them in the decision-making process about what is delivered and facilitating the delivery of identified activities or services that most benefits the community.

The work of a Community Engagement Coordinator delivers enhanced community development and place making outcomes for vulnerable social housing communities, supporting tenants to connect, engage and participate in their community, to reduce social isolation and create a sense of belonging. You work as part of a team of dedicated SGCH staff and partner organisations with a shared purpose to increase the opportunities for people living in social housing communities to improve their 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 Coordinator	
<p>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</p>	<p>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</p>
<p>Behaviours – ‘What can you do?’ Provide exceptional customer service Work in partnership to deliver community development activities and services Deliver improved housing and wellbeing outcomes for our customers</p>	<p>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</p>



Your work as an SGCH Community Engagement Coordinator

Our strategic work areas	Your daily work
Vision, purpose and strategy	<ul style="list-style-type: none"> • Work 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 • Lead a team to deliver great places, thriving people, connected communities • Aspire 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"> • Show respect, courtesy and fairness when interacting with our customers • Respond to customer enquiries and requests with care and urgency • Keep customers informed about issues they have raised and seek feedback to ensure their needs are met
Community development	<ul style="list-style-type: none"> • Operate under a framework of inclusion, collaboration and empowerment • Work with tenant communities to understand their needs, involve them in the decision-making process and deliver what has been agreed • Support with grant applications and other opportunities to address community needs
Customer and stakeholder engagement	<ul style="list-style-type: none"> • Assist customers to identify a vision for their community and a shared understanding of working together to benefit all parts of the community • Facilitate tenant and community engagement events, and support the operation of local tenant groups • Contribute to, and delivering placemaking plans that aim to improve social housing communities through service innovation, partnerships and upgrades to the physical environment
Leadership and teamwork	<ul style="list-style-type: none"> • Work as a team to provide best practice services • Collaborate with teams across our organisation to improve outcomes for customers • Support team members to deliver the best services they can by sharing knowledge and skills, and work together to resolve challenging situations
Self-management	<ul style="list-style-type: none"> • Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, seek feedback and respond constructively • Look for and take advantage of opportunities to learn new skills and develop strengths • Show resilience and ability to work under pressure



Business excellence and innovation	<ul style="list-style-type: none"> • Plan and complete work to agreed timeframes and standards • Understand team and organisational objectives and align your activities accordingly • Identify ways to improve systems or processes to achieve better outcomes
Legislation, policies and procedures	<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensure the privacy of customer and organisational information is protected
Compliance and reports	<ul style="list-style-type: none"> • Accurately collect and record tenancy and other information • Contribute to the collection of data and information on operational performance • Attend regular (at least weekly) team huddles and regional team meetings
Accountability and risk	<ul style="list-style-type: none"> • Identify and follow safe work practices; and be vigilant about their application by self and others • Attend workplace health and safety training • Be aware of risks that might impact on the completion of an activity and escalate when identified • Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> • Use core office software applications such as Microsoft Outlook, Word and Excel • Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Comply with SGCH policies on the acceptable use of technology



Our expectations	Your values and behaviours
<p>Top accountabilities</p>	<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. Use best practice community engagement techniques to design and coordinate community development and placemaking activities that meet tenant and social housing community needs 4. Be responsive and flexible to requests, apply attention to detail and prioritise tasks to meet customer needs and timeframes 5. Collaborate with the Customers team, partners and stakeholders to enhance community engagement and support sustainable outcomes 6. Support enhanced tenant health and wellbeing by working within our placemaking and partnership practice frameworks 7. Support with grant applications and other opportunities to address community needs 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
<p>5 iSARI values</p>	<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 respect2. '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 customers3. '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 creative4. '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	<p>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:</p> <ol style="list-style-type: none">1. We provide access to affordable homes and high-quality services for you2. We listen and value your views3. We explore new and better ways of doing things4. We do what we say we will do5. We respect you