



SGCH Housing Pathways Officer (Assessments and Allocations) Position Description

SCHCADS Award Level 4

Key role details

Housing Pathways Officer	
Reports to (position)	Lead, Housing Pathways
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	Understanding of NSW Government's Housing Pathways system, policies and available types of housing assistance Understanding of specialist homelessness service system Experience working with people from diverse backgrounds and cultures, including vulnerable people experiencing homelessness, rough sleepers, people managing mental health issues, experiencing domestic and family violence, people with disability, young people, older people Good verbal and written communication skills including interpersonal skills Self-motivated with a learning mindset, with experience working autonomously
Desirable skills	Degree in social work, social services, community services, welfare or relevant discipline Current NSW driving licence



Position summary

As an SGCH Housing Pathways Officer (Assessments and Allocations), you are the first point of contact for people seeking social housing assistance, providing responsive services to people who have immediate, and long-term housing needs. You are customer centric focused and work under the policy of ‘no wrong door’ for people in housing need, ensuring they understand the assistance options available to them and facilitating access to appropriate services.

The work of a SGCH Housing Pathways Officer (Assessments and Allocations) is to support vulnerable people to apply for and access the range of NSW Government social housing products that are available including social and affordable housing, private rental assistance and temporary accommodation. You ensure that vacant social housing properties are allocated to eligible households in a timely, fair and transparent manner in accordance with SGCH and NSW Government Housing Pathways policies and procedures. You also work with social housing tenants who are seeking to transfer to other social housing properties that better meet their housing needs.

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

Housing Pathways Officer	
<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 work collaboratively to address difficult issues</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 Follow policies and procedures to ensure consistent and fair outcomes Work in partnership to assist people to access appropriate housing</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 Housing Pathways Officer (Assessments and Allocations)

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
Housing assistance assessments	<ul style="list-style-type: none"> • Assess applications for housing assistance in accordance with the NSW Government’s Housing Pathways system policies and procedures • Facilitate access to a range of housing assistance options including social housing, private rental assistance and temporary accommodation • Work with applicants, client and tenant advocates, support services and partners to support vulnerable people with a priority housing need, such as rough sleepers, to be appropriately assessed for housing assistance
Allocations	<ul style="list-style-type: none"> • Allocate vacant properties to eligible households from the NSW Housing Register in a timely manner to meet the household’s housing need with a focus on priority households, where possible and appropriate. • Follow the SGCH Allocations Policy and any Local Allocation Strategy in place to support fair and transparent decision-making on allocations • Make appropriate support referrals at the time of allocation for new tenants who may need additional support to sustain their housing
Customer and stakeholder engagement	<ul style="list-style-type: none"> • Work with applicants, clients, tenants, and their advocates and support services so they understand their housing assistance options • Assist applicants and clients their advocates and support services to understand internal and external services available to them and make appropriate links to services they may need • Participate in service planning and policy development in relation to housing assistance options to better meet housing needs



	<ul style="list-style-type: none"> • Respond to internal or external requests for information about the status of applications for housing assistance in a professional and timely manner, where appropriate
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 • Be resilient and able 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. Core focus to fairly and transparently assess applications for housing assistance and allocate social housing products to eligible individuals and households 4. Assess applications for housing assistance to meet team key performance indicators (KPIs) 5. Allocate vacant properties to meet team key performance indicators (KPIs) 6. Support sustainable housing outcomes for applicants, clients and tenants by working within our support coordination and partnership practice frameworks 7. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers 8. Apply the Australian Privacy Principles when managing customer information and data 9. 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

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