

Support Coordinator Position Description

SCHCADS Award Level 5

Key role details

Support Coordinator	
Reports to (position)	Lead, Sustainable Tenancies
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 5
Essential requirements	<p>Experience working in a health promotion role or support coordination role, assisting people to connect with available health and social support services</p> <p>Experience working with people from diverse backgrounds and cultures, including vulnerable people recently experiencing homelessness, including rough sleepers, people managing mental health issues, people experiencing domestic and family violence, people with disability, young people, older people</p> <p>Experience building effective working relationships with a range of stakeholders and partners</p> <p>Self-motivated with a learning mindset, with experience working collaboratively to deliver outcomes</p> <p>Current NSW driving license</p> <p>Working with Children Check</p>
Desirable skills	<p>Degree or relevant experience in health services, social services, social work, welfare or relevant discipline</p> <p>Trained in motivational interviewing, Mental Health First Aid and suicide prevention</p>



Position summary

As an SGCH Support Coordinator you place tenant needs at the heart of our service delivery. You are customer service focused and responsive to tenant needs, working to empower tenants to identify their own support needs and help them to connect to the services they need to improve their health and wellbeing.

The work of a SGCH Support Coordinator is critical to our business, you support tenants who are vulnerable and at risk to sustain their tenancies. You work as part of a team of dedicated SGCH team members and partner organisations with a shared purpose to improve outcomes for tenants and social housing communities.

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

Support Coordinator	
Knowledge – ‘What do you know?’ Value and importance of social and affordable housing to individuals and the community How to work with people from a range of backgrounds with a customer-centric, trauma informed and recovery service framework Understanding of health and social support service system	Experience – ‘What have you done?’ Worked with vulnerable people to provide support services in mental health, disability, aged care or other areas of need Planned and prioritised a busy workload Managed and developed partnerships Delivered services to meet and exceed operational benchmarks
Behaviours – ‘What can you do?’ Provide exceptional customer service Work in partnership to sustain social housing tenancies Deliver improved housing and wellbeing outcomes for our applicants	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 Support 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
Support coordination	<ul style="list-style-type: none"> • Operate under a person centred, trauma informed and recovery service framework • Follow SGCH policies and procedures to deliver best practice support coordination services • Work with tenants to build their capacity to achieve greater independence to self-direct services and support
Tenancy management	<ul style="list-style-type: none"> • Understand and operate under the provisions of NSW residential tenancies legislation (Residential Tenancies Act 2010) • Collaborate with Tenancy Managers to sustain tenancies with a focus on early intervention • Sustain tenancies by working with tenants and their support services so they understand their rights and responsibilities under the Residential Tenancies Act 2010
Customer and stakeholder engagement	<ul style="list-style-type: none"> • Assist tenants to understand internal and external services available to them and make appropriate links to services they may need to sustain their tenancy • Coordinate individual support services for complex tenancies and outreach services for communities of social housing tenants • Develop and manage partnerships within a network of local support services and government agencies
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



	<ul style="list-style-type: none"> • 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
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. Assist tenants to understand internal and external services available to them and make appropriate links to services they may need to sustain their tenancy 4. Collaborate with Tenancy Managers to sustain tenancies with a focus on early intervention 5. Work with tenants and their support services so they understand their rights and responsibilities under the <i>Residential Tenancies Act 2010</i> 6. Develop and manage partnerships within a network of local support services and government agencies 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
ETHIC values	<ol style="list-style-type: none"> 1. Trust – we take ownership and accountability to build trust 2. Empowerment – we empower our people, partners and our customers 3. Inclusion – we respect differences and treat people equally 4. Creativity – we explore new and better ways of working 5. Honesty – we are responsible, ethical and professional