



Housing Options Engagement Coordinator

Position Description

About the role

The Housing Options Engagement Coordinator is responsible for building attendance at the workshops and webinars run by the Housing Options team, and supporting people who have attended our events with ongoing follow up as required. These events aim to build the capacity of people with disability, their families and supporters, so they can make informed decisions about their housing options.

The Housing Options Engagement Coordinator is an integral member of the Housing Hub team. You will work with external stakeholders, people with high and complex disability needs, family members, and others to ensure the community is aware of the events the Housing Options team are delivering. This will include building lists of relevant organisations and stakeholders and cold calling to encourage them to promote our events via their networks to reach people with disability and their supporters.

You will work to ensure that people are supported before and after our events, and have a positive experience when connecting with our team. This will include undertaking different forms of engagement including phone calls, email communication and other forms as required. Engagement strategy will focus on diversifying networks and relationship management to build awareness of Housing Hub opportunities, including events and resources. This will be implemented nationally to target audiences across Australia.

About Summer Foundation

Established in 2006, the key aim of the Summer Foundation is to change human service policy and practice related to young people in nursing homes.

The Summer Foundation utilises a range of strategies to influence health, housing, aged care and disability service policy and practice related to this target group.

If you are looking for a career where you can make a difference, work collaboratively with committed and passionate people and have real opportunities for professional development, we encourage you to join our team.

Why we exist

The Summer Foundation exists to permanently stop young people with disability from being forced into residential aged care, ensuring people with disability have access to the support required to be in control of where, how and with whom they live.

How will we know we've succeeded

This problem can be solved, we are doing legacy work, and we are well on track to achieving what we set out to do. In 5 years we expect the Summer Foundation will have achieved its purpose. We will regard this as 'job done' when the systems, policy settings and markets consistently enable people with disability to live where, how and with whom they choose; experiencing choice and control equal to people without disability.

Our workplace

We have staff working all across Australia, however our head office is located in Box Hill, Victoria. To meet some of our staff and watch a short clip about our organisation, please go to:

<https://www.summerfoundation.org.au/about-us/our-people/>

The Summer Foundation has flexible and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

Role details

Position	Housing Options Engagement Coordinator
Team	Housing Hub Social Enterprise
Direct reports	None
Reports to	Marketing and Communications Team Lead
SCHADS Award Level	Level 4
Salary	\$90,000 to \$100,000 (1.0 FTE) + Superannuation (depending on experience)
Status	0.8 FTE Part-time (4 days per week) 12 month contract
Location	VIC, NSW, QLD
Last updated	August 2021

About the team

The Housing Hub Social Enterprise has been established by Summer Foundation to create initiatives to develop the SDA housing market across Australia. We work with Housing Seekers and Housing Providers so that people with disability can find the home that is just right.

We have developed a Housing Hub website to connect people looking for housing with accessible housing options, a Housing Options Team to provide information, resources and capacity building to people with disability on housing options and a Tenancy Matching Service to identify SDA eligible tenants for new SDA properties.

This role sits within the Engagement Team which is responsible for community engagement and marketing activities to engage with Housing Hub customers and users - Seekers, Providers and Supporters. We will achieve this by working with people with disability, their families, and professional supporters to assist them to understand their options and create Housing Seeker profiles based on their needs and preferences. The principle way to achieve this is through capacity building webinars, workshops and information sessions.

Key responsibilities

Engagement

- Development of Engagement Strategies to grow engagement across the sector.
- Delivery of Engagement Strategies through research, cold calling and developing relationships across the sector to promote and drive attendance at all Engagement Team events.
- Development of a system for managing contacts and relationships across the whole Housing Hub Social Enterprise.
- Cultivating strong individual relationships with key stakeholders in the disability and housing sector.
- Engagement of people with disability who have complex needs and their informal and formal support networks, to promote the opportunity to learn about their options housing options under the NDIS.
- Work alongside and provide support to Lived Experienced staff members undertaking outbound engagement for events.
- Post event calls to assist attendees to register with the Housing Hub, in the form of a Housing Seeker Profile.
- Meeting weekly KPIs for engagement activity.

Reporting

- Review and analysis of engagement tasks undertaken to achieve and maintain registration numbers in webinars and workshops.
- Working with managers to measure the effectiveness of outbound engagement tasks undertaken by Lived Experience staff members and identify additional support requirements.
- Documentation of all interactions with stakeholders and event attendees through the Housing Hub team's CRM.

Customer Service

- Confident communication with new and existing stakeholders about upcoming events and resources.
- Reliable follow up with event attendees to ensure they have all appropriate resources to be able to promote or attend our events.

General

- Other duties as requested by Manager
- Remain flexible to role changes according to relevant skills and experience, changing work environments, work priorities and organisational needs
- Employment subject to National Criminal History check
- Participation in regular team meetings with the Engagement and Housing Hub team.

Qualifications, skills & experience

Qualifications

- Marketing/Communications, relevant qualifications and/or relevant experience.

Skills & experience

- Business development experience, growing an engaged user base who promotes an organisation's activities to others (required experience)
- Community engagement experience including networking and stakeholder engagement. (required experience)
- Knowledge of the NDIS, SDA housing environment (desirable experience).
- Confident communicator
- Advanced knowledge of Microsoft Office Suite and Google Drive
- Confident ability with building relationships within the sector
- Excellent verbal, written and presentation skills
- Organised and able to meet deadlines
- Adaptable to changing environments

Core capabilities

Decision Making

- Uses sound judgment to make sound decisions based on information gathered and analysed
- Considers all relevant facts and alternatives before deciding on the most appropriate action
- Commits to decisions

Teamwork

- Interacts with people effectively and is able and willing to share and receive information
- Co-operates within the team and across teams
- Supports team decisions and puts team goals ahead of personal goals

Work Standards

- Sets and maintains high performance standards
- Pays close attention to detail and accuracy and completes tasks

- Shows concern for all aspects of the job and follows up on work outputs

Motivation

- Displays energy and enthusiasm in approaching the job
- Commits to putting in additional effort
- Maintains high level of productivity and self-direction

Reliability

- Takes personal responsibility for job performance
- Completes work in a timely and consistent manner
- Follows through on commitments

Problem Solving

- Analyses problems by gathering and organising all relevant information
- Identifies cause and effect relationships
- Comes up with appropriate solutions

Adaptability

- Adapts to changing work environments, work priorities and organisational needs
- Able to effectively deal with change and diverse people

Planning and Organizing

- Plans and organises tasks and work responsibilities to achieve objectives
- Sets priorities
- Schedules activities
- Allocates and uses resources properly

Communication

- Expresses ideas effectively
- Organises and delivers information appropriately
- Listens actively

Integrity

- Shares complete and accurate information
- Maintains confidentiality and meets own commitments
- Adheres to organisational policies and procedures

Project Management

- Contributes creative ideas and proposes changes to processes and methods, to overcome identified bottlenecks, challenges and issues
- Readily accepts conditions of uncertainty or unpredictability, and remains productive in difficult situations
- Contributes to and supports the overall performance of the team

Stakeholder Management

- Initiates and manages communications with new and existing stakeholders about Housing Options events and resources
- Confidently represents the organisation with external stakeholders and negotiates within parameters agreed with immediate manager
- Focuses on understanding stakeholder issues and influencing their views

Summer Foundation Principles

The Summer Foundation's principles include:

working as a team | we understand, respect and support the contributions and experience of our colleagues. We understand how our individual contribution fits, and we feel confident and empowered to make our best contribution. We embrace and value diversity in our workplace.

a healthy approach to communication | We come to discussions prepared and ready to contribute. The how, why and by who of decision making is known and understood. The right people are in the right conversations. Our conversations are healthy, respectful, robust at times and safe.

shared clarity and commitment to purpose | We all have a strong, shared understanding of our 'why'. Our 'Why' is central to our strategy, decision making and actions.

working authentically | People with lived experience are central to our work and we purposefully and professionally incorporate this experience and expertise in our work. We focus closely on the impact of our work, and we strive to always deliver work to the highest standard.

a smart responsible and considered approach | We invest in efficient, continuously improving processes, and prioritise time for learning and reflection. We celebrate our successes and promote having fun at work. We work in a way that respects our environment.

Policies

All staff must comply with the Summer Foundation policies notified to them from time to time. These policies form part of the contract of employment with Summer Foundation and therefore must be read and understood by staff to ensure they are aware of their responsibilities as an employee of Summer Foundation.

Agreement and acceptance

Employee

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Signature

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Print name

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Date

Manager

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Signature

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Print name

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Date