



Enquiries and Customer Service Coordinator

Position Description

About the role

The Enquiries and Customer Service Coordinator is responsible for managing incoming enquiries in relation to Specialist Disability Accommodation (SDA) opportunities. The Enquiries and Customer Service Coordinator will speak with those enquiring in order to identify people with disability who are SDA eligible and may apply for the SDA opportunities. The role reports to the Housing Engagement Lead and sits within the national engagement team. The Enquiries and Customer Service Coordinator is an integral member of the Housing Hub team and works with external stakeholders, people with high and complex disability needs, family members, and others to ensure projects are delivered on time.

The Enquiries and Customer Service Coordinator is required to engage with key stakeholders to inform them of the housing opportunity (Specialist Disability Accommodation) and support them with their initial stage application. Where a person with disability has been informed and subsequently chooses to apply for a home, the Enquiries and Customer Service Coordinator will link them to the internal application team to commence application.

The Enquiries and Customer Service Coordinator may also be required to undertake different forms of engagement including phone calls, webinars, presentations, meetings and other as required within the engagement team.

The Enquiries and Customer Service Coordinator will become a subject matter expert on SDA (funding and housing) in order to support applicants.

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/who-we-are/>

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

Role details

| | |
|---------------------------|---------------------------------------------------------------------------|
| Position | Enquiries and Customer Service Coordinator |
| Team | Housing Hub |
| Direct reports | None |
| Reports to | Engagement Lead |
| SCHADS Award Level | 4 |
| Status | Part Time 0.8 FTE |
| Salary | \$75,000 to \$85,000 (1.0 FTE) + Superannuation (depending on experience) |
| Location | Sydney |
| Last updated | May 2022 |

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.

Key responsibilities

Enquiry management

- Responding to incoming enquiries in relation to SDA opportunities being facilitated by our team (within 1 to 2 days of receipt)
- Working with the enquirer to understand the SDA opportunities available to them
- Undertake a 'screening' to determine if the person is likely to be SDA eligible
- Providing relevant information to the enquirer e.g. application form or brochure
- Referring non-eligible people to relevant other services or back to the Housing Hub including support to create a profile on the Housing Hub
- Recording and documenting all communication on internal database

Engagement

- Delivery of Engagement Strategies including facilitation of workshops and community promotion (specific to particular SDA builds as well as the ongoing promotion of the Housing Hub website).
- Undertaking different forms of outbound engagement including phone calls, webinars, presentations, meetings and other as required
- Participation in networking events
- Participation in marketing activities, including drafting eDMs, event promotion and other as required
- Cultivating and maintaining 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 of independent living at new SDA builds and to link them to the application team
- Support and advice to people with disability in relation to the future of disability housing, adding a profile to the Housing Hub and linking them to relevant resources
- Support and advice to relevant stakeholders in relation to the development of housing plans for NDIS participants
- Documentation of all interactions with stakeholders, applicants and customers through the Housing Hub team's CRM
- Meeting weekly KPIs for engagement activity

Collaboration

- Participation in regular meetings, including planning meetings, with Summer Foundation Housing Team and SDA providers
- Collection of high quality information about market needs and community demand
- Work in collaboration with the Housing Hub team to ensure effective customer and applicant journey

Customer Service

- Provision of advice to SDA providers regarding the promotion of their properties, support to applicants, final selection of applicants as required
- Support to the team to ensure the delivery of projects on time and in full as per customer contracts

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 COVID19 Vaccination and National Criminal History check or NDIS Workers Screening Check

Qualifications, skills & experience

Qualifications

- Community engagement or marketing qualifications and/or relevant experience.
- Allied health or disability relevant qualifications and/or relevant experience (desirable).

Skills & experience

- Previous experience in the disability sector working with people with complex needs.
- Community engagement experience including networking and stakeholder engagement.
- Knowledge of the NDIS, SDA housing environment (desirable experience).
- Confident public speaker.
- 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 judgement 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 Organising

- 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
- Understands the principles of change management and develops approaches that suit the business situation
- Uses change as an opportunity to further business objectives and rewards change efforts

Stakeholder Management

- Initiates and manages negotiations with stakeholders to gain commitment to projects, and delivery of activities to meet timelines
- Provides and receives highly complex, contentious or sensitive information where high levels of negotiation, communication and interpersonal skills are required
- Ability to explain highly complex concepts, ideas and issues to an executive audience
- Confidently represents the organisation with external stakeholders and negotiate within parameters agreed with immediate manager
- Focuses on understanding stakeholder issues and influencing their views
- Provides authoritative expert advice on complex issues within own area

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 | Young people living in residential aged care or those at risk 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