



Housing Applications Coordinator

Position Description

About the role

The Housing Applications Coordinator is responsible for supporting applications for tenancy for SDA Housing Projects in a given location. The role reports to the Applications Manager and sits within the National Applications team. The Housing Applications 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 Housing Applications Coordinator is required to engage and collaborate with key stakeholders to inform them of the housing opportunity (Specialist Disability Accommodation) and to support them to apply for the opportunity. This will require the Housing Applications Coordinator to understand the SDA eligibility of the person with disability and to support them to apply. Capturing the information required for applications may require a face to face visit, phone calls to various supporters and/or zoom meetings.

The Housing Applications Coordinator will work with the Housing Hub teams, including the Engagement and Reporting teams to ensure all stakeholders understand the housing opportunity and that their application journey is of a high standard. Effective use of the CRM will support a quality applicant journey.

The Housing Applications 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	Housing Applications Coordinator
Team	Housing Hub
Direct reports	None
Reports to	Applications Lead
SCHADS Award Level	4 80K - 90K + Superannuation (depending on experience)
Status	Full time or Part Time to 0.8 FTE
Location	Brisbane, Queensland
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

Application support

- Engagement of people with disability who have complex needs and their informal and formal supports to apply for housing opportunities
- ‘Screening’ of people who enquire about the opportunity to ensure applicants are SDA eligible or likely to be SDA eligible
- Cultivating strong individual relationships with key stakeholders in the disability and housing sector to ensure that applicants or potential applicants provide the information required to understand their SDA eligibility and to apply for the housing opportunity
- Where required, face to face meetings with applicants to capture the relevant information required to apply for housing. Obtaining information for applications may also include multiple phone calls to various supporters, zoom meetings or other
- 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.

Engagement

- Participation in community engagement where required including participation in workshops and community promotion (specific to particular SDA builds as well as the ongoing promotion of the Housing Hub website).
- Ongoing promotion of the Housing Hub throughout general interactions with stakeholders

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.
- 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

- Allied health or disability relevant qualifications and/or relevant experience.

Skills & experience

- Previous experience in the disability sector working with people with complex needs.
- Knowledge of the NDIS, SDA housing environment (desirable experience).
- Confident ability with building relationships within the sector
- Advanced knowledge of Microsoft Office Suite and Google Drive
- 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

