



Housing Information Coordinator

Position Description

About the role

The Housing Hub Support Coordination team works within the community to support people across Australia who are eligible for Specialist Disability Accommodation Funding (SDA) to understand and to articulate their housing needs and preferences. The team supports NDIS participants in a time-limited capacity, focusing on their housing journey in collaboration with existing Support Coordinators.

The Housing Information Coordinator (SDA Advice Line), supports the intake of NDIS participants seeking support coordination. Additionally, the role of the Housing Information Coordinator is to manage the SDA Advice Line and to provide current information to callers in relation to SDA.

The Housing Options Facilitator will be responsible for delivering a high impact phone support line for people with disability and stakeholders that supports people to find out about their options, receive capacity building and articulate their housing needs and preferences. A big part of this role is listening to people's needs, being present to each caller and providing them with the resources they require to move ahead.

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 Information Coordinator
Team	Housing Hub
Direct reports	None
Reports to	Support Coordination Lead
SCHADS Award Level	4
Status	Ongoing opportunity, offered as Full time or Part time
Salary	\$75,000 - \$85,000 + Superannuation (depending on experience)
Location	Melbourne, Brisbane, Sydney, or Adelaide
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

SDA Phone Support Line

- Delivery of the SDA phone support line that aims to raise awareness, build capacity and gather housing preferences in order to support people to acquire SDA funding including answering all incoming calls and providing advice and support to callers
- Undertaking co-design of the phone support line operational model with people with lived experience of disability and being a housing seeker where necessary
- Documenting the operating guidelines for the phone line and undertake all steps required to develop the line, train the back up staff, develop resources for back up staff

- Collate feedback on the phone line to inform how it could be improved
- Support initial enquiries for Support Coordination team

Enquiry Management

- Respond to all messages on the phone line promptly
- Respond to all incoming emails from Housing Seekers and Supporters, connecting them to Housing Hub resources and information, including Support Coordination where required
- Respond to all incoming website enquires from Seekers and Supporters, updating Salesforce with actions taken
- Encourage and support all enquiries to complete a profile on the Housing Hub to receive information on new properties and find a home faster and easier

Resources

- Contribute to the development of resources that provide information to housing seekers on their housing journey and how to secure SDA funding
- Collate data on common questions and needs of Seekers and Supporters to inform the development of quality resources

Other

- 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
- 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.
- Community engagement experience including networking and stakeholder engagement.
- Knowledge of the NDIS, Housing and Support for people with disability.
- Experience in housing vacancy management (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.
- Friendly, compassionate and displays empathy.

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

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.

