

Position Description

Intake Officer (Housing Services)

POSITION:	Intake Officer (Winter Lodge) Housing Services	REPORTS TO:	Team Leader ACT
LOCATION:	Ainslie Village	AWARD:	SCHCDS Award
DIRECT REPORTS:	N/A	CLASSIFICATION:	Level 3
DELEGATION AUTHORITY:	Refer to Argyle Housing's Delegation Schedule		

POSITION PURPOSE

The objective of the Intake Worker is to provide Intake and Assessment Services and Support services to our clients within The Winter Lodge Program located at Ainslie Village. The role includes all aspects of the day-to-day running of The Winter Lodge building. The Intake Worker is also responsible for coordinating support services and community participation programs to ensure long-term and sustainable housing is sought within a diverse and broad range of communities.

The role of the Intake Worker is crucial in the team and is the primary client service interface with The Winter Lodge. The Winter Lodge is Argyle Housings only funded crisis accommodation model across our organisation. The provision of sensitive high-quality client service is a key focus along with the ability to build sound internal and external partnerships that enhance service and support to our clients.

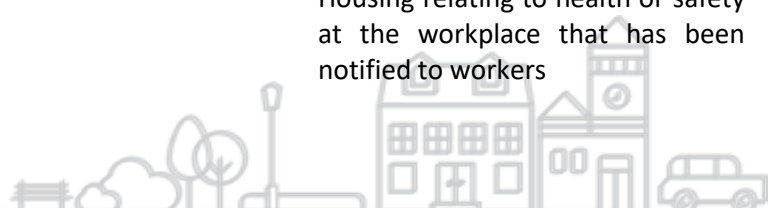
STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
GROWTH & SUSTAINABILITY	Support Argyle Housing's sustainable growth by contributing to the research and preparation of information and data that is required for funding submissions, tenders, expressions of interest and other ad hoc and periodic reporting requirements.	<ul style="list-style-type: none"> Assist in the preparation of reports and data on activity in the Winter Lodge Ensure that all data is captured and entered into the relevant tenancy management systems.
COMMUNITY CONNECTIONS	Support Argyle Housing's strategy of connecting communities by developing and maintaining relationships with local agencies and support providers and provide referrals to clients in crisis.	<ul style="list-style-type: none"> Develop relationships with support providers and offer referrals to those in housing or personal crisis.



STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
PEOPLE AND CULTURE	Support and add to the development of a high performance culture in the Operations Team	<ul style="list-style-type: none"> • Attend coaching, training and development opportunities • Manage individual performance • Ensure familiarity with all aspects of the role including WHS protocols and requirements • Ensure a clear understanding of relevant KPI's • Attend regular performance monitoring and reviews with your team leader
CUSTOMER EXPERIENCE	Ensure consistent high quality service as a part of the operations team by adhering to service standards, relevant tenancy policies and procedures and assisting Team Leaders in managing complaints and appeals to effective resolution.	<ul style="list-style-type: none"> • Undertake regular client visits to ascertain any maintenance concerns, changes to households and to build rapport with clients • Efficient and effective management of all tenancy management requirements including inspections, repairs and maintenance, vacancies, applications and rent collection in line with organisation policy and procedures • Manage and report on tenant feedback and escalate as required, utilising relevant policies and procedures including complaints and appeals • Understand and adhere to Argyle Housing policies, processes and systems • Timely and accurate record keeping of tenancy management functions and client interactions



STRATEGIC PLATFORM	ACCOUNTABILITIES	KEY ACTIVITIES
<p>RELATIONSHIPS & COLLABORATIONS</p>	<p>As a part of a Tenancy team assist in meeting financial, regulatory and performance goals by monitoring and reporting on key performance indicators and ensuring compliance with relevant laws, regulations and policies relevant to a tier 1 community housing provider.</p> <p>Support Argyle Housing's strategy of connecting communities by developing and maintaining relationships with local agencies and support providers and provide referrals and advice to clients in crisis.</p>	<ul style="list-style-type: none"> • Provide compliance and reporting to support registration requirements. • Develop relationships with support providers and offer referrals to those in housing or personal crisis.
<p>WORK HEALTH AND SAFETY</p>	<p>Support the Team Leader to provide a working environment that is safe and without risks to the health of employees.</p> <p>Provide adequate training, information and supervision to ensure the health and safety of employees.</p> <p>Provide processes for consultation WHS as set out in legislation.</p> <p>Maintain and enforce the framework for the WHS system in the operations team.</p> <p>Maintain and enforce procedures for identifying hazards, assessing and controlling risks.</p> <p>Maintain and enforce Argyle Housing procedures for dealing with hazardous events.</p>	<ul style="list-style-type: none"> • Maintain a working knowledge and understanding of: <ul style="list-style-type: none"> ○ The legal rights and responsibilities regarding WHS ○ The way WHS is managed in the workplace ○ What are workplace hazards & how to report them ○ Preferred ways to control risks ○ WHS procedures and processes ○ Workplace designated WHS personnel (ie: fire wardens, first aid officers, WHS Officer, etc.) • Take reasonable care that your actions or omissions do not adversely affect the health and safety of other persons • Comply, so far as is reasonably able, with any reasonable instruction that is given by Argyle Housing to allow the compliance with the Act • Cooperate with any reasonable policy or procedure of Argyle Housing relating to health or safety at the workplace that has been notified to workers



KEY CONTACTS

Internal:	External:
<ul style="list-style-type: none"> • Operations Manager (Housing Services) 	<ul style="list-style-type: none"> • Tenants
<ul style="list-style-type: none"> • Housing Services Manager 	<ul style="list-style-type: none"> • Contracted staff
<ul style="list-style-type: none"> • Chief Executive Officer 	<ul style="list-style-type: none"> • External support partners
<ul style="list-style-type: none"> • Team Leaders 	<ul style="list-style-type: none"> • Local Support Services and Businesses
<ul style="list-style-type: none"> • Tenancy Officers 	<ul style="list-style-type: none"> • Community groups
<ul style="list-style-type: none"> • Administration Support Officers 	<ul style="list-style-type: none"> • Local ONELINK and other government agencies including local area health services

KEY PERFORMANCE INDICATORS

- Ensure referrals are assessed through the intake process the day they are received
- Work with the volunteers and lead tenants to undertake the intake and assessment process.
- Coordinate volunteers in The Winter Lodge to turn around rooms, maintain cleanliness, and support clients to look for long term housing options
- Ensure you are following Argyle Housing key procedures
- Ensure you are following all record keeping and confidentiality requirements
- Ensure that rooms are turned around within 24 hours.
- Ensure any maintenance required in the Winter Lodge is reported within organisational timeframes
- Ensure you are actively communicating with security and Argyle Housing Team Leader in the ACT
- Ensure you are keeping records up to date on clients
- Ensure you are building and maintaining relationships with internal and external stakeholders responsible for the winter lodge support and referrals and service delivery
- Ensure you are monitoring the Winter Lodge inbox
- Ensure you are following all WHS and site safety protocols put in place.
- Ensure the winter lodge remains stocked with basic essential items needed to move in from rough sleeping.



QUALIFICATIONS AND EXPERIENCES (Selection Criteria)

- Qualifications or experience in the community sector or support work preferred.

- Knowledge of social housing, homelessness, and rough sleeping.

- Knowledge or experience working in the Homelessness sector and/or with clients who have multiple diagnosis and complex mental health concerns.

- Possesses excellent problem solving, trouble shooting and communication skills with the ability to communicate effectively with clients & colleagues at all levels.

- Sound understanding of social and community issues impacting on social and affordable housing tenants.

- Current driver's licence

- Experience in coordinating volunteers and/or managing a team of people to deliver a service

ARGYLE HOUSING VISION

To deliver quality housing options and connections to community.

ARGYLE HOUSING VALUES

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| RESPECT | We have regard for the feelings, wishes and rights of everybody |
| OPPORTUNITY | We seek out ways to improve and add value to the delivery of our services |
| ACCOUNTABILITY | We are accountable for what we do and how we do it |
| RESILIENCE | We face our challenges, we learn and we move forward |



ACKNOWLEDGEMENT OF POSITION HOLDER

I acknowledge that I have read and understood the requirements of the Intake Officer position and that I have received a copy of the position description for this role.

Name

Signature

Date

CEO

APPROVED:

SIGNATURE:

Wendy Middleton

DATE:

6th April 2021

