

# Position Description

## Client Support Specialist

<b>POSITION:</b>	Client Support Specialist	<b>REPORTS TO:</b>	Client Support Lead
<b>LOCATION:</b>	Various Locations	<b>AWARD:</b>	SCHCDS Award
<b>DIRECT REPORTS:</b>	N/A	<b>CLASSIFICATION:</b>	Level 3
<b>DELEGATION AUTHORITY:</b>	Refer to Argyle Housing's Delegation Schedule		

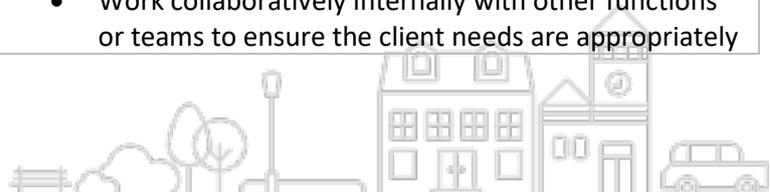
### POSITION PURPOSE

The objective of the Client Support Specialist is to operate as the key point of contact for clients within a specific housing portfolio. The role focuses on key aspects of tenancy management, delivered under the guidelines of the Residential Tenancies Act NSW. A primary focus is for coordinating support services and community participation programs to ensure long term and sustainable tenancies are maintained and connections are built with the communities.

All roles within Argyle Housing are to be performed under the principle of "One Argyle" and with a commitment to client service delivery fostering the approach of 'no wrong door'.

### KEY RESPONSIBILITIES

- Build relationships with clients to ensure an excellent level of service that promotes engagement and maximises the opportunity for the sustainability of housing and pathways out of social housing where appropriate
- Provide client engagement and coordinate support services and community participation programs to ensure sustainable tenancies
- Develop and maintain relationships with client support agencies and government departments
- Maintain and update client records and file notes in tenancy management system.
- Undertake periodical inspections and property condition reports and support client to implement and maintain appropriate property care and use
- Promote positive neighbourhood engagement and address any neighbourhood complaints.
- Address issues or concerns relating to breaches of tenancy agreements to achieve a resolution
- Work collaboratively internally with other functions or teams to ensure the client needs are appropriately



	<p>or adequately addressed (e.g. repairs and maintenance, rent management, income review, preparing for tribunal)</p> <ul style="list-style-type: none"> <li>• Undertake all tasks required in the ‘during the tenancy’ phase of the client lifecycle.</li> <li>• Conduct regular reporting and compliance related activities to ensure KPIs are achieved and registration requirements are met</li> <li>• All other reasonable tasks as directed by manager</li> <li>• Maintain practice and performance against the National Community Housing Standards</li> <li>• Participation in our annual Registration process</li> </ul>
<p><b>KEY PERFORMANCE INDICATORS</b></p>	<ul style="list-style-type: none"> <li>• Complaints and appeals are resolved within required timeframes 28 days</li> <li>• Vacancy rates and turnaround times are kept within program guidelines:             <ul style="list-style-type: none"> <li>• Tenatable: 14 days</li> <li>• Untenatable: 28 days</li> <li>• Minimum of two property inspections (per property) completed per annum</li> <li>• Assist Housing access team to meet CHLP quota is met quarterly (392 for the organisation minimum)</li> <li>• Inspect 100% of your properties twice per Financial Year at minimum and four times per Financial Year at maximum</li> </ul> </li> </ul>

<p><b>SELECTION CRITERIA</b></p>	
<p><b>SKILLS &amp; EXPERIENCE</b></p>	<ul style="list-style-type: none"> <li>• Cert IV in Social Housing (desirable)</li> <li>• Up to date knowledge of relevant tenancy and housing legislation</li> <li>• Knowledge of social housing policies and procedures</li> <li>• Sound understanding of social and community issues impacting on social and affordable housing clients</li> <li>• Sensitivity and understanding of cultural and socio-economic characteristics</li> <li>• Current driver’s licence</li> </ul>



<p><b>BEHAVIOURAL COMPETENCIES</b></p>	<ul style="list-style-type: none"> <li>• Customer focused and ability to work with diverse clients</li> <li>• Ability to work under pressure</li> <li>• Ability to proactively prioritise workload</li> <li>• Ability to work autonomously</li> <li>• Forward thinker, problem solver and demonstrated ability to troubleshoot</li> <li>• Ability to communicate effectively with all key stakeholders, including demonstrated ability to network</li> </ul>
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<p><b>KEY RELATIONSHIPS</b></p>	
<p><b>INTERNAL</b></p>	<ul style="list-style-type: none"> <li>• Client support team</li> <li>• Housing access team</li> <li>• Rent services team</li> <li>• Transition team</li> <li>• Administration support team</li> <li>• Finance team</li> <li>• Maintenance and assets team</li> </ul>
<p><b>EXTERNAL</b></p>	<ul style="list-style-type: none"> <li>• Clients</li> <li>• External support partners and local support services</li> <li>• Community groups</li> </ul>

<p><b>ARGYLE HOUSING VALUES</b></p>	
<p><b>Opportunity</b></p>	<p>We proactively seek out ways to improve and add value</p>
<p><b>Respect</b></p>	<p>We value the feelings and rights of everyone</p>
<p><b>Inclusive</b></p>	<p>We foster diversity and collaboration</p>
<p><b>Accountability</b></p>	<p>We share responsibility and are accountable for what we do and how we do it</p>

**YOUR SAFETY**

While at work, all Argyle Housing team members must:

- Take reasonable care of your own health and safety,

A Better Future for Our  
*Communities*



