

# Position Description

## Client Support Specialist

<b>POSITION:</b>	Client Support Specialist	<b>REPORTS TO:</b>	TBC
<b>LOCATION:</b>	All 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

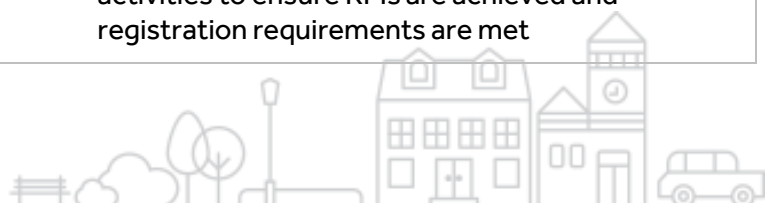
The objective of the Client Support Specialist is to operate as the key point of contact for clients within a specific housing portfolio. The role focuses on key aspects of tenancy management, delivered under the guidelines of the Residential Tenancies Act. A primary focus is for coordinating support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

### KEY RESPONSIBILITIES

- Provide client engagement and coordinate support services and community participation programs to ensure sustainable tenancies
- Develop and maintain relationships with tenant 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
- Proactively address and resolve complaints
- Address issues or concerns relating to breaches of tenancy agreements to achieve a resolution
- Work collaboratively internally with other functions to ensure the client needs are appropriately or adequately addressed (e.g. repairs and maintenance, rent management, income review, preparing for tribunal)
- Conduct regular reporting and compliance related activities to ensure KPIs are achieved and registration requirements are met

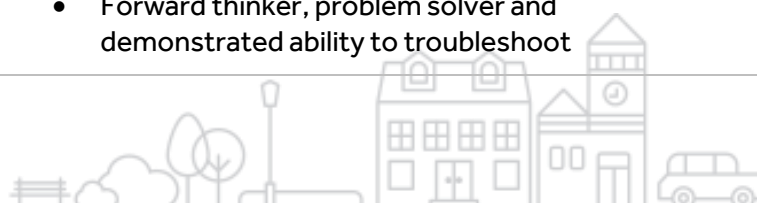
A Better Future for Our

*Communities*



	<ul style="list-style-type: none"> <li>• All other reasonable tasks as directed by manager</li> </ul>
<p><b>KEY PERFORMANCE INDICATORS</b></p>	<ul style="list-style-type: none"> <li>• Complaints and appeals are resolved within required timeframes</li> <li>• Vacancy rates and turnaround times are kept within program guidelines:             <ul style="list-style-type: none"> <li>• Tenantable: 14 days</li> <li>• Untenantable: 28 days</li> <li>• Exemptions: Applied within 14 days</li> <li>• Tenant arrears and non-rent debt 2% on current rent charged</li> <li>• 80% repayment plans in system</li> <li>• Minimum of two property inspections (per property) completed per annum</li> <li>• CHLP quota is met quarterly</li> <li>• Attendance at 10% of all property inspections each month</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> </ul>



	<ul style="list-style-type: none"> <li>• Ability to communicate effectively with all key stakeholders, including demonstrated ability to network</li> </ul>
--	---

### KEY RELATIONSHIPS

<b>INTERNAL</b>	<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>
<b>EXTERNAL</b>	<ul style="list-style-type: none"> <li>• Clients</li> <li>• External support partners and local support services</li> <li>• Community groups</li> </ul>

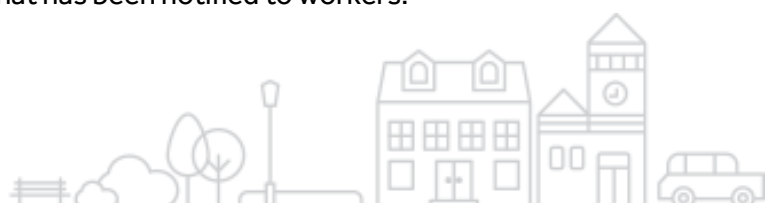
### ARGYLE HOUSING VALUES

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

### YOUR SAFETY

While at work, all Argyle Housing team members must:

- Take reasonable care of your own health and safety,
- 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, and
- Cooperate with any reasonable policy or procedure of Argyle Housing relating to health or safety at the workplace that has been notified to workers.



- Practice and promote Argyle Housing's Workplace Equity principles by treating fellow employees, volunteers, stakeholders and tenants fairly and equitably and without discrimination

### ACKNOWLEDGEMENT OF POSITION HOLDER

I acknowledge that I have read and understood the requirements of the Client Support Specialist position and that I have received a copy of the position description for this role.

\_\_\_\_\_  
*Name*    *Signature*    *Date*

<b>CEO APPROVED:</b>	<b>SIGNATURE:</b>	<b>DATE:</b>
	_____	_____

DRAFT

