



POSITION DESCRIPTION CLIENT SERVICE OFFICER

OVERVIEW

PROGRAM: Operations
POSITION REPORTS TO: Team Leader Clients

ORGANISATION CONTEXT:

Vision

Aboriginal Housing Victoria's (AHV) vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

AHV is the first Aboriginal housing agency to be registered as a Housing Association in Victoria and it is also the largest. Our tenants are assured of access to an Aboriginal landlord and personalized and culturally sensitive services for Aboriginal people which helps to maintain and strengthen Aboriginal communities and cultural ties.

AHV provides housing to approximately 4,000 low income Aboriginal Victorians in 1,520 properties, representing 8% of the Aboriginal population. AHV manages tenancies across metropolitan and regional Victoria - London Mallee (302), Gippsland (216), Hume (197), Grampians (119), Barwon (145) and the Northern (186), Southern (167), Eastern (44) and Western (144) Melbourne Metropolitan areas.

In September 2016, the Victorian Government formally announced the transfer of title of 1,448 properties that were previously managed by AHV, on behalf of the Director of Housing. The first tranche of 511 properties in the metropolitan Melbourne has occurred, with the balance of properties to be transferred over the next 2 years. The transfer of the properties to AHV, valued at approximately \$500 million is the largest to any community agency in Victoria. As the single largest financial commitment to Aboriginal Affairs in Victoria's history, it represents one of the most significant acts of self determination in Victoria. Title transfer represents significant progress toward achievement of the original ambition of AHV's founding Elders to achieve self determination and provide culturally responsive housing services.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non Aboriginal community.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion courtesy and dignity in our relationships with our clients, our stakeholders and with each other

In 2015/16 AHV is looking to become recognized and accredited as a workplace taking active steps to stop men's violence against women under the White Ribbon Workplace Accreditation Program and has a zero tolerance approach to violence.

AHV is also committed to promoting and protecting the interests and safety of children.

PROGRAM INFORMATION:

Client Services is part of the Clients team which also includes Tenancy and Maintenance and is part of the Operations Division. The Operations Division is responsible for the delivery of a range of services including client enquiries, managing waiting lists, allocations, rent payment, arrears, property management and maintenance works and life skills support.

PURPOSE OF THE POSITION:

Reporting to the Team Leader Clients the Client Service Officer works within the Client Services team to provide first response to tenants' telephone and other enquiries. The role operates in a scheduled environment.

KEY RESPONSIBILITIES

- Be the first point of contact for all tenant telephone enquiries providing a professional, courteous and responsive service, including obtaining and providing accurate and relevant information to tenants, redirecting calls and forwarding messages promptly and accurately to relevant staff.
- Responding to and actioning telephone and email tenant enquiries consistent with AHV policies and procedures resolving these where possible within the level of CSO delegation or providing appropriate referral to other AHV staff.
- Use AHV systems to accurately record tenant and other information and search for up to date information.
- Work in collaboration with other AHV staff, particularly housing officers and property compliance officers and assist other team members in projects and activities.
- Identify opportunities for improvement in client service systems and processes.
- Provide a high level of administrative assistance including written correspondence to tenants to seek information and advise of outcomes.
- Comply with AHV's policies and procedures at all times.
- Prioritise work and manage working time to ensure efficient productivity.
- Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base.

QUALIFICATIONS AND LICENSES

- Nil

KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- High level customer service skills along with experience in liaising with a variety of internal stakeholders.
- Demonstrated ability to use initiative and apply a problem solving approach to work.
- Sound written and verbal communication skills.
- High level interpersonal skills with demonstrated capacity to work collaboratively with other staff to achieve positive outcomes.
- Strong attention to detail along with the ability to prioritise competing priorities, to work autonomously and under pressure and take direction and responsibility for the effective completion of work.
- Proficiency in IT systems including the Microsoft suite of applications

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment
- AHV is an equal opportunity workplace
- AHV promotes a smoke free workplace
- A current National Police records check and relevant valid state Working With Children Check are required
- Attend mandatory and other training as required

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE