

POSITION DESCRIPTION



POSITION TITLE:

Applications Management Officer - Housing Connect

DIVISION:

Housing Connect

REPORTS TO:

Applications Management Team Leader

FUNCTION:

The Applications Management Officer performs essential administrative functions at Housing Connect Front Doors. The Applications Management Officer holds knowledge and expertise of Housing Connect services and housing products including social housing and supported accommodation, Private Rental Assistance and private rental head-leased programs (Rapid Rehousing and Private Rental Incentives). The Applications Management Officer manages enquiries and work flows from the Housing Connect Portal and Front Door. They provide information and assistance to people enquiring about their current or future housing-related applications and provide support and information to people completing their applications via the Housing Connect Portal.

ANGLICARE MISSION:

Anglicare, in response to the Christian faith, strives to achieve social justice and to provide the opportunity for people in need to reach fullness of life.

ANGLICARE IS COMMITTED TO:

Anglicare Tasmania is committed to the safeguarding of children and vulnerable people. All applicants applying for positions with Anglicare Tasmania must undergo screening processes prior to a successful appointment.

Anglicare Tasmania is an Equal Opportunity (EEO) employer and welcomes applications from people from Aboriginal and Torres Strait Islanders (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and LGBTIQ+ communities.

Anglicare Tasmania is committed to providing an inclusive and respectful work environment where all people are valued and have equal access to opportunities to reach their full potential.

- Working for the common good and a just and healthy society'.
- Working together with government, business, the community and churches to build a better future.
- Valuing and celebrating difference and diversity within society.
- Reconciliation with Aboriginal people.
- Offering our support to all who need it, for as long as they need our help.
- Empowering our clients and treating them, their situations and their choices with respect.
- Upholding human rights.
- Joining together with those who suffer disadvantage and injustice to call for change.
- The safety and protection of children involved in our activities/programs.

SPECIAL CONDITIONS:

- Required to provide a satisfactory unsupervised vulnerable people National Police Check no older than 12 months and have a Working with Vulnerable People Registration (Employment/Volunteer category) including NDIS Worker Screening Check.
- Required to provide an International Police Check if you have resided for 12 months or more outside of Australia after the age of 16;
- Required to undergo an employment health assessment which allows Anglicare to be aware of potential and actual health issues for employees and (if appropriate) to work with individuals to ensure we manage these appropriately (e.g. tailoring the work environment to cater for specific requirement/s.).
- Conform with Anglicare's conditions of employment, Code of Conduct, Confidentiality, Anti-Discrimination, Bullying and Harassment policies, Work Health and Safety policies including signing a new Personnel Declaration.
- Current Drivers Licence.
- Required to undertake Anglicare's Safeguarding Children Program prior to working directly with children/young people.
- This position is mandated by law to report all current concerns about the safety, welfare and wellbeing of a child.
- Requirement to work outside normal office hours from time to time.

PRIMARY TASKS:

Applications Management

- Process or lodge applications for housing assistance through the Housing Connect Front Doors.
- Provide advice to people seeking housing assistance on supporting documentation needed to complete their applications such as Health Assessment Reports, income statements, tenancy agreements and bank statements.
- Manage applications-related enquiries and provide accurate and relevant information to people seeking Housing Connect services.
- Provide information and assistance to people seeking Housing Connect services to use the Portal to lodge applications, update their circumstances and respond to review requests.

Stakeholder Liaison

- Liaise with Real Estate Agents and private landlords and provide a central contact point to finalise applications for Private Rental Assistance, including rent arrears.

Constituent Enquiries

- Liaise with Connections Coaches and Key Development Coaches to respond to Constituent Enquiries from Homes Tasmania.

Applications Management Team

- Support other team members to achieve team goals and complete work within prescribed timeframes.
- Work collaboratively and proactively with the wider Housing Connect team to provide high quality Housing Connect services.
- Contribute positively to a team environment, prioritise work and be resilient during busy work periods.

Workplace Health and Safety

- Maintain a safe working environment by adhering to Workplace Health and Safety policies, procedures and guidelines and by working in a responsible manner to ensure the safety of oneself, other staff members, clients and visitors to Housing Connect.

COMPETENCIES/SELECTION CRITERIA:

The incumbent will possess demonstrable competency, knowledge, understanding and/or skills in the following areas:

- Well-developed administrative and organisational skills and exemplary attention to detail with demonstrated experience in record keeping and management, IT systems and software, web-based applications, report writing, time-management and prioritising tasks.
- Demonstrated high-level written and verbal communication skills.
- Knowledge of housing information, community resources, service providers and referral points.
- Demonstrated experience in dealing with a variety of stakeholders including government, private businesses, human services, and people seeking services.
- Demonstrated ability to adopt a solution-focused approach to work tasks.
- Understanding of Tasmania's current housing market and the difficulties facing people on a low-income trying to secure housing.
- Experience in working collaboratively within a multidisciplinary team.
- A commitment to working collaboratively with Housing Connect partners to negotiate a consistent approach across all areas of operations.

ESSENTIAL QUALIFICATIONS AND/OR EXPERIENCE:

Qualifications relevant to the position or extensive experience and/or lesser qualifications deemed equivalent.

Knowledge and understanding of current best practice in supporting people with a range of social issues.

DIRECTION OR SUPERVISION RECEIVED:

Receives general direction and professional supervision from the Senior Connections Manager and in accordance with Anglicare's policies, procedures and program guidelines.

LEVEL OF RESPONSIBILITY:

Expected to exercise considerable initiative, discretion and professional judgement and has a high degree of responsibility for service delivery within program guidelines.

Provide prompt, courteous, and friendly face to face or phone interactions with the ability to demonstrate resilience in difficult situations.