

Position Description

Position Title	Allocations Officer
Location	Gouger Street, Adelaide
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Social & Community Employee Level 3
Status under Children's Protection Act 1993	Non-Prescribed
Reporting Relationship	<ul style="list-style-type: none"> ▪ Reports to the Team Leader of Quality & Customer Services ▪ Works closely with: <ul style="list-style-type: none"> – Manager, of Quality & Customer Service – Quality & Customer Service Team – Tenant Services Team – Strategic Asset Services Team

POSITION SUMMARY

The Allocations Officer is responsible for providing excellent service and assistance to people who are seeking housing by providing advice in relation to housing options and associated support services, and assist in the allocation of housing through appropriate assessment.

The Allocations Officer is also responsible for providing accurate data entry and administrative duties to enable efficient shortlisting of applicants for housing vacancies.

KEY RESPONSIBILITIES

- Assist customers to identify relevant housing options and support services
- Assist customers and/or support agencies with registrations for housing and maintain communications as appropriate
- Liaise with support agencies or customers when requiring additional supporting documentation
- Enter Customer 'Registrations of Interest' (ROI) onto the Community Housing Customer Register (CHCR) and Junction Australia's internal Housing Registrations Database
- Accurately maintain and update both the CHCR and internal Database within agreed timeframes
- Ensure that the processing of ROI's meet the appropriate timeframes outlined by Community Partnerships and Growth and JA practices
- Assess the Customer Housing Needs Assessments (HNA's) and associated documentation and assist with assigning a category of need
- Prepare and regularly update a shortlist of suitable candidates for housing vacancies
- Liaise with prospective tenants and support workers where required in order to determine best person/property fit in order to fill housing vacancies
- Provide both successful and unsuccessful registrants with housing outcomes and provide necessary advice and support to registrants regarding alternative housing options
- Liaise with Tenant Services and Strategic Asset Services to ensure smooth transition of new tenant(s) to the allocated property
- Assist in the preparation of reports

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Outcomes

- *Maintains consistently positive and helpful relationships and interactions with customers and colleagues*
- *Evidence of building and maintaining effective working relationships beyond JA, including with specified stakeholders*
- *Evidence exists that ROI's meet the appropriate timeframes outlined by Community Partnerships and Growth and JA practices*
- *Team Leader confirms that the CHCR and internal database are accurate and maintained within agreed timeframes*
- *Meets time and quality expectations in record keeping and/or reporting requirements of the position*
- *All prospective tenants are informed of an outcome of their application*

GENERAL CONDITIONS

- Act at all times in accordance with the Code of Conduct and Core Values of JA.
- Comply with the Work Health and Safety management system.
- A satisfactory criminal history assessment must be completed prior to commencing employment and every 3 years thereafter. Ongoing employment with JA is subject to the employee maintaining a satisfactory criminal history assessment.
- Current Child Safe Environments Certificate must be held or obtained within 3 months of commencement and the employee must comply with relevant state legislation to support a child safe organisation.
- Holds a current unencumbered Australian Driver's Licence or equivalent and willingness to drive.
- Willing to work occasional flexible hours to meet operational requirements.

SELECTION CRITERIA

- Strong commitment to customer service underpinned by a working knowledge of the principles of good service – **essential**
- Strong written communication skills, spelling and grammar – **essential**
- Strong verbal communication and interpersonal skills – **essential**
- Ability to work professionally and maintain strict confidentiality
- Ability to prioritise workload, use initiative and work independently
- Ability to work in a team environment and contribute to a positive organisational culture
- Certificate IV in Community Services and experience in this area – **desirable**
- Experience in working with people with high and complex needs – **desirable**
- Demonstrated ability to deal with difficult and challenging behaviours – **desirable**
- Experience working in or with a community services organisation – **desirable**

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CORE VALUES

Junction Australia aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ *Every person deserves to be treated with respect*
- **TRUST** ~ *Safety and trust are the foundations of healthy families and relationships*
- **INCLUSION** ~ *Inclusive communities value and embrace diversity*
- **INTEGRITY** ~ *Acting in a way that is honest, just and open to others*

Approved by **General Manager, Housing & Urban Development**

Date: 19/8/16