



Housing Options Coordinator

Position Description

Employment Type: Full Time (0.8 - 1.0 FTE is negotiable)

Term: 12 month fixed term contract

Location: Melbourne, Sydney or Brisbane (with regular interstate travel)

Reports To: Housing Options Program Manager

Direct Reports: None

Works With: Housing Matching Team, People with disability, Coordinators of Support, Families, Allied Health Professionals, community organisations and stakeholders

Housing Matching Team has been established to create a social enterprise within the Summer Foundation. Our vision is to create a place where people with disability can see the possibilities for a home for themselves, have options to choose from and find the home that is right for them. The housing matching team will play a key role in ensuring the effectiveness of the disability housing market by:

- increasing awareness of and access to housing options for people with disability
- providing a means for people with disability to find appropriate housing and connect with providers of housing in order to exercise choice over where they live, who they live with and to promote their independence
- providing an efficient way for housing providers to connect with people with disability to promote their properties so they are tenanted

We have the privilege of supporting people to find the home that is right for them, which is often a truly life changing experience.

Purpose:

The Housing Options team will undertake a community engagement campaign to identify people across Australia who are eligible for Specialist Disability Accommodation Funding and support them to articulate their housing needs and preferences. Your team will identify at least 1,000 people and their preferences within the next 12 months. Your team will develop resources, stories and deliver workshops to engage with people with disabilities and their supporters.

The Housing Options Coordinator will be responsible for ensuring the smooth running of the Housing Options Team's activities by undertaking key support functions including event management, coordination of the development of resources (templates, guides, videos etc), human resources administrative support, answer incoming calls to the team's consumer support phone line providing information to callers and referring to other staff where relevant, and administration support to the team manager.

Responsibilities & Duties

Event management

- Undertake delivery of all workshop logistics (venue, catering, materials, booking system, travel, comms to attendees, payments, marketing activities)
- Maintain staff roster to ensure every workshop has a Housing Options facilitator and a lived experience facilitator
- Manage casual staff HR documentation

Resources

- Coordinate with the Intrepid and Communications teams the production of video stories
- Coordinate with staff producing resources and Communications team to ensure content and design come together to meet deadlines and produce quality resources

SDA Phone Support Line

- Contribute to the running of the SDA phone support line to provide advice and support on what SDA is, how to get it and how to find a new home
- Act as first point for all incoming calls, providing information to callers to assist them on their SDA Housing journey
- Refer calls where appropriate to other members of the Housing Options Team
- Collect feedback on the service and collate this to generate insights into how the service could be improved

Other

- Provide support to the Housing Options Program Manager as required
- Participation in regular meetings as required
- Other duties as required

Skills & Experience

Qualifications

- Qualifications in Marketing/Communications, Allied Health or other relevant field
- Employment subject to National Police History Check

Experience

Required

- At least 2 years experience in organising logistics for events
- Experience providing high level administrative support to teams
- Experience and confidence in providing information to consumers via phone
- Understanding of the disability sector, barriers, players
- Experience in managing project deliverables

Desired

- Experience communicating with people with complex support needs
- Lived experience of disability and housing search
- Video storytelling production
- Design and Development of resources

Skills

- Confident communicator via phone and in person
- Ability to work out how to find information and get the answers you need
- Project Management
- Understanding of our customers and stakeholder's needs
- General IT proficiency
- Organised - meets deadlines and has strong accountability
- Strong communication verbally and written to audiences internally and externally and for various levels of experience and knowledge
- Great passion for working with people with disability and championing their voice

Core Competencies

The successful applicant's values will match those of the Summer Foundation. The Summer Foundation's values include:

- **Vision:** We are creative, innovative and resourceful. We continually strive to be the best
- **Integrity:** We act with integrity and honesty in everything we do
- **Communication:** We communicate openly by exchanging information and actively listening to all stakeholders
- **Team Spirit:** We value and recognize the contribution of our colleagues, both locally and globally. We enjoy working together to achieve outstanding results and total job satisfaction
- **Corporate Responsibility:** We act responsibly within our community and care for the environment

Other Relevant Information

The position description is indicative of the initial expectation of the role and subject to changes to Summer Foundation goals and priorities, activities or focus of the job.

People with disability are encouraged to apply. Lived experience is valued by the organisation and looked upon favourably.

We offer

- Salary Packaging
- Flexible working hours
- Supportive and collaborative team environment

About the Summer Foundation

Established in 2006, the key aim of the Summer Foundation is to change human service policy and practice related to young people in nursing homes. The Summer Foundation utilises a range of strategies to influence health, housing, aged care and disability service policy and practice related to this target group.

The Summer Foundation's five key strategies to preventing young people being forced to live in nursing homes are:

Research – Data collection and analysis to provide an evidence base for problem solving

Storytelling – Support people with lived experience to share their journeys and perspectives

Prototypes – Designing, testing and evaluating new solutions

Capacity Building – Share information and best practice with stakeholders

Policy Influence – Shape thinking and change decisions of governments



What policy change do we want?

There are four key areas that must be addressed to resolve the issue of young people in nursing homes in Australia.

1. Those in RAC or at risk of RAC entry have NDIS plans which support and reflect their goals
2. Significantly increase the volume and range of high quality, accessible and affordable housing
3. Health, disability and other systems communicating and collaborating to support discharge to community living
4. Define the challenges and explore solutions to barriers that limit access to primary and community health services