

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

SUPPORT COORDINATOR

Location: Port Macquarie or Kempsey
Reports to: Housing Options & Support Manager
Supervises: N/A
CHL Capability Band: #1

Primary Purpose:	Coordinates support for customers to enhance their independence, safety, self-esteem, wellbeing and quality of life; and prevent primary and secondary homelessness
Context	This is an important role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	At all times considering relevant legislation, regulations, compliance requirements and organisational procedures, provide high quality case coordination by ~ <ol style="list-style-type: none"> 1. Assisting customers with information, advocacy and referrals 2. Coordinating and facilitating customer access to identified support services 3. Coordinating and facilitating customer access to social and economic opportunities 4. Providing advice to customers on specific areas of expertise where applicable 5. Maintaining accurate records in all required systems 6. Working closely with the tenancy services and support coordination service teams, to ensure the full suite of CHL's services and external support partners are available to customers. 7. Providing additional appropriate support to wider CHL team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Experience in the provision of support services and/or referral services • Qualifications and/or experience in a human services framework for people who are vulnerable or experiencing social disadvantage • Demonstrated knowledge and understanding of the support service sector • Knowledge and understanding of the community and public housing sectors • Current Driver's Licence • Minimum 2 years' experience in a similar role • Satisfactory Police and Working With Children checks
Key Capabilities:	<p>Client Focus – Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p>Embraces Diversity - Effectively engages people from diverse backgrounds in the workplace and community</p> <p>Technology - Uses technology and software applications effectively in accordance with task requirements</p> <p>Resilience – Achieves work objectives, even in difficult circumstances, whilst remaining positive and calm</p> <p>Advocacy - Advocates for clients to advance their interests in line with CHL's objectives</p> <p>Self-Awareness – Seeks feedback from others, understands areas of strengths and weakness. Understands impact of self on others</p> <p>Teamwork – Openly shares information, participates and contributes to team discussions and goals</p> <p>Nurtures Relationships – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations</p> <p>Integrity - Observes CHL standards of behaviour and seeks assistance with ethical dilemmas.</p> <p>Autonomy - Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required</p>