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<b>Position title:</b>	Concierge and Administration Worker
<b>Reports to:</b>	Co-ordinator, Elizabeth Street Common Ground
<b>Location:</b>	Elizabeth Street Common Ground, Melbourne
<b>Classification:</b>	Band 3

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## Organisation Overview

Launch Housing has an ambitious agenda to achieve our vision of ending homelessness, providing a strong focused voice on homelessness driven by the values of Empowerment, Fresh Thinking, Agility, Leadership and Courage.

We are an independent provider of choice for clients and the 'go to' organization on homelessness for government, media, philanthropy, private donors and the community. Clients are at the centre of everything we do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as our policy development, public advocacy and fundraising.

Through partnerships, research and evidence-based approaches, we will continue the tradition of pioneering new methods and fresh ways to develop sustainable solutions to homelessness.

To find out more, visit our website at - <https://www.launchhousing.org.au/>.

## Position overview

Supportive Housing is an innovative approach to housing people who have experienced long term homelessness and who have high and complex needs. The Elizabeth Street development is the first of its kind in Australia and is based on five key elements:

- Permanent – offering self-contained, high quality housing
- Safe – 24 hour staffing and controlled secure access to the building and apartments
- Affordable – with rents set at a maximum of 30% of income
- Supportive – with onsite supports to help stabilise and sustain housing
- Diverse - a social mix of tenants ensuring a thriving community (131 studio apartments)

The position of Concierge and Administration Worker will primarily be responsible for the smooth operation of the Front of House area. This includes; adhering to front of house systems, providing reception to visitors, updating the communications log book, monitoring CCTV, monitoring tenant and visitor entry and exit of the building, regular walkthroughs on each floor, and responding appropriately to incidents and emergencies as they arise. In addition the position will undertake a range of administrative tasks and other tasks as directed by the Coordinator and/or Program Manager. The Concierge and Administration Worker will work collaboratively with Case Managers, after hours and tenancy management teams to ensure the ongoing well-being of 65 formerly homeless **tenants, and act as agents on behalf of the landlord after business hours and weekends.**

## Direct reports:

- Nil

## Key Responsibilities

- Engage with tenants in an informal capacity, working from a strength based, client focused framework.
- Monitor well-being of tenants through informal engagement and communicate issues to support and/or tenancy staff as they arise.
- Facilitate referrals to external services as required.
- Provision of phone concierge services.
- Maintain, utilise and update the range of systems that have been established at Front of House e.g. Communications Log, Critical Incident Reporting, Daily Sighting Register, Visitor Log, Visiting Professionals Register.
- Monitor entry and exit of all tenants, visitors, contractors and visiting professionals to the building and manage visitor access as required.
- Monitor CCTV and respond to incidents as and when they arise.
- Assist tenants, staff and visiting professionals in accessing communal and program spaces within the building.
- Be proactive in maintaining the safety and security of the building.
- Contact emergency services and facilitating their access to the building as required.
- Respond to all critical incidents and emergencies in accordance with ESCG and landlord procedures and policies. including defusing elevated client behaviour.
- In consultation with day staff and/or on-call, provide support to staff to undertake welfare checks for tenants.
- Respond to and report building maintenance issues as they arise.
- Maintain accurate records in the service and client information management systems.
- Maintain transport and grocery cards and other essential goods as needed
- Assist in training new staff.
- Participate in regular supervision.
- Participate in broader organisational structures and meetings.
- Participate in annual performance management planning in which service objectives and professional development needs are discussed and determined.
- Attend internal and external training in line with Launch Housing and personal development plan, where appropriate.
- Participate in service review and development, and identify and share good practice across Launch Housing program areas.
- Adhere to Launch Housing's policies and procedures.

## Key Selection Criteria

1. Experience in the homelessness sector.
2. Experience in Front of House/Reception duties.
3. Good interpersonal and communication skills, both verbal and written.
4. Well-developed organisational and time management skills.
5. Demonstrated ability of effective IT skills and demonstrated capacity to use client management systems.
6. Demonstrated ability to work with people with complex needs.
7. Demonstrated capacity to complete designated work tasks and utilise time effectively.
8. Positive relationships and communicate with people of diverse backgrounds and abilities.
9. Excellent problem solving skills.
10. Working With Children Check.
11. Full Driver's Licence.