

Position Title:	Concierge and Administration Worker	Position Number:	POS141
Reports To:	Coordinator	Location(s):	Elizabeth Street
PD Number:	PKH009	Classification:	Band 3

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

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 and undertaking a range of administrative tasks and other activities as directed by the Management team.

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 on weekends.

Direct Reports

- No direct reports but may provide assistance to lower classified employees or may be required to supervise lower classified staff or volunteers in their day-to-day work.

Key Outcomes

Community Development

Success will look like:

- 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.
- Assist tenants, staff and visiting professionals in accessing communal and program spaces within the building.
- Facilitate referrals to external services as required
- In consultation with day staff and/or on-call, provide support to staff to undertake welfare checks for tenants

Effective Front of House Services

Success will look like:

- Assist tenants, staff and visiting professionals in accessing communal and program spaces within the building
- Provision of phone concierge services
- Respond to and report building maintenance issues as they arise
- Maintain transport and grocery cards and other essential goods as needed
- 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 all critical incidents and emergencies in accordance with ESCG and landlord procedures and policies, including defusing elevated client behaviour
- Maintain, utilise and update accurate records in 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.

One Team

Success will look like:

- Actively engaging in continuous improvement within the team
- Building and maintaining strong relationships within the team and Launch Housing
- Participate in regular supervision and annual performance management planning in which service objectives and professional development needs are discussed and determined
- Participate in service review and development, and identify and share good practice across Launch Housing program areas
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct
- Assist in training new staff
- Undertaking any other tasks as directed

Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training

This position requires the following:

- Limited specialised knowledge related to the work area
- Extensive knowledge of work practices and policies relevant to the work area
- Working knowledge of statutory requirements relevant to the workplace
- Extensive knowledge of their workplace function and operation
- Working knowledge of administrative practices and procedures
- Working knowledge of wider organisational structures and functions

Organisational Relationships

Level of Supervision

Graduates work under direct supervision, otherwise the role is supervised on a general basis except where this level of supervision is not required by the nature of the responsibilities being undertaken.

Level of Direction

Works under general direction.

Availability of Assistance

Assistance available when required and when problems occur.

Extent of Authority

Involvement in the Development or Creation of Work Practices and Procedures

May contribute to matters for which there are no clearly established practices and procedures.

Involvement in the Preparation of Budgets and Financial Reporting

Nil.

Freedom to Act

Freedom to act within established guidelines. Exercise of limited judgment may be required to solve problems utilising existing procedures, precedents and guidelines.

Monitoring of Work Outcomes

Work outcomes are monitored regularly depending on complexity.

Provision of Assistance

This role may provide some assistance to lower classified employees.

Problem Solving

Solutions to problems are found in established procedures and instructions.

Key Selection Criteria

- Positive relationships and communicate with people of diverse backgrounds and abilities
- Good interpersonal and communication skills, both verbal and written.
- Demonstrated ability to work with people with complex needs.
- Experience in Front of House/Reception duties
- Well-developed organisational and time management skills.
- Demonstrated ability of effective IT skills and demonstrated capacity to use client management systems.
- Demonstrated capacity to complete designated work tasks and utilise time effectively with proven problem-solving skills.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness