



# Position Description

## Engagement Support Officer

Wesley Community Housing

August 2024

### Agreement

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Signed – Manager

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Signed – Employee

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Date

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Date

**Do all the good you can**  
because every life matters



# Engagement Support Officer

## Wesley Community Housing

### 1 Overview of Wesley Mission

Wesley Community Services Limited, operating as Wesley Mission, is a company limited by guarantee and a Public Benevolent Institution. Our purpose is to *conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia.*

This purpose aligns with our mission, which is *Continuing the work of Jesus Christ in Word and deed* and our Vision to *Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.*

Wesley Mission's 2016-2021 Strategic Plan sets expectations for how we will achieve the Mission, Vision and Purpose. It calls on us to be *working alongside more people in greatest need.* As an organisation, we are seeking to increase the beneficial impact we achieve for people in greatest need by 50% over a five year period. In meeting these expectations, our behaviour is guided by three core Values: *Christlike Servanthood, Unfailing Integrity and Courageous Commitment.*

### 2 Overview of Wesley Community Housing

Wesley Community Housing supports Wesley Mission to fulfil our Purpose and Vision, and achieve our Mission and Strategic Plan, by delivering safe, secure and affordable housing solutions for those most in need.

As a registered Community Housing Provider, Wesley Community Housing is responsible for delivery of quality tenancy and property management services across a range of housing options, where both the needs and obligations of tenants and Wesley Mission are met; with the purpose of achieving safe, secure housing and assisting tenants to access life-enhancing opportunities, and to engage in safe and inclusive communities.

Wesley Community Housing delivers a range of housing programs including, crisis and transitional accommodation, general social housing and affordable housing, specialist disability accommodation and unique housing programs such as Wesley Kickstart.

### 3 Overview of role

The role of Engagement Support Officer is responsible for supporting the Community Engagement Lead with the design, management and delivery of a range of innovative community development and tenant engagement programs. The role works collaboratively within the team and in partnership with internal and external stakeholders to assist our tenants to transform their social housing experience and broaden the choices available to them.

This role is responsible for supporting the Community Engagement Lead to identify opportunities for programs and projects and to deliver initiatives that will support tenants to achieve social outcomes and maximise their life choices. The role is responsible for the day-to-day delivery of activities that support tenants to feel more connected to their community and Wesley Community Housing.



This role is responsible for:

- supporting the Community Engagement Lead and Operations Manager as required
- working outside the office and meeting new people, planning and participating in community events with tenants and the team
- supporting the Tenancy Officers with complex tenant support issues
- tracking performance against KPIs
- ensuring the Housing Management System is accurate and up to date
- SMS messaging for engagement activities
- 6 week check in surveys of tenants
- providing back up coverage and support for other team roles as advised by Supervisor.

## 4 Relationships

**Reports to:** Community Engagement Lead, Wesley Community Housing

**Key internal relationships:** Wesley Community Housing team members, Wesley Mission services

**Key external relationships:** Tenants, applicants, referring agencies, community organisations, corporate partners, Family & Community Services (FACS)

## 5 Major role responsibilities

### 5.1 Our clients

- adopt a 'No Wrong Door' working framework to ensure that all who contact Wesley Community Housing are appropriately supported either within Wesley Mission's support systems or with another relevant service provider
- foster 'whole of person' approach to all Community Housing activities to enhance the client experience
- build and maintain positive relationships with internal and external Wesley Community Housing stakeholders and our tenants
- support the Community Engagement Lead to assess and evaluate needs of our tenants and design and deliver appropriate community engagement events and activities
- support the Community Engagement Lead to design and deliver regular activities that support tenants to feel engaged and connected within their community and with Wesley Community Housing
- identify existing services in the community and within Wesley Mission that will support tenants with opportunities to improve their experience and quality of life across the range of wellbeing indices
- facilitate connections between tenants and the wider community, provide information and advice to tenants and their support agencies, facilitate referrals to other agencies or Community Housing Providers where appropriate



- support the Community Engagement Lead to facilitate partnerships with other agencies, organisations and within Wesley Mission to provide opportunities, including but not limited to: recreational activities, cultural activities, skills training, social groups, personal development, employment and community education activities
- provide tenants with information about their rights and provide regular forums for tenants to actively and appropriately voice their opinions on matters that affect them
- ensure timely response to enquiries and contact from external stakeholders, including our tenants, applicants, suppliers, government agencies, community organisations and the general public
- execute preparation of delegated administration tasks such as letters, SMS or email communications, printed materials, reports, newsletters etc.
- actively source tenant feedback, analyse and evaluate opportunities for improvement and present recommendations to your manager
- actively engage with tenants to encourage participation in organisational programs and initiatives
- be a strong ambassador for Wesley Community Housing and Wesley Mission.
- provide referrals to other Community Housing Providers where appropriate

### **5.1.1 Performance Measures**

- Client satisfaction rate in line with measures in annual business plan and external KPIs
- Meet business plan KPIs and external KPIs

## **5.2 Our people**

- work collaboratively with all team members to ensure the successful delivery of Wesley Community Housing programs and services
- as outlined in the business plan, document your progress using the Employee Contribution & Development template and meet with your Manager to discuss
- ensure all policies and procedures are understood and adhered to, seeking clarity from Supervisor as required
- champion and support a positive service culture across Wesley Community Housing that is supportive, proactive, non-judgemental and reflective of Wesley Mission's values
- engage in monthly one on one meetings with your manager to discuss your progress
- ensure your Position Description is up-to-date and identify career training and development and career growth opportunities for yourself
- attend and participate in all scheduled Wesley Community Housing meetings; or other meetings, as directed by your manager
- attend meetings as required to represent the interests of Wesley Community Housing as directed by your manager
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- ensure to follow all requests from your manager regarding risk assessments, safety on visits to premises, call-ins, updating of calendar with details of appointments are adhered to, to ensure your safety and that of others



- promote and ensure adherence to Wesley Mission brand
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, work, health & safety issues
- identify and recommend opportunities to increase team satisfaction
- follow all policies, procedures and practice that are relevant and sensitive to the local communities and tenants, keeping in line with Wesley Mission policy and procedures and contract requirements
- actively reflect the continuous improvement principles

### **5.2.1 Performance Measures**

- Timely and accurate completion of tasks set by Supervisor
- 100% completion of mandatory training
- adherence to Wesley Mission policies and procedures

### **5.3 Our operations**

- engage with tenants, Tenancy Team and support agencies to increase tenant participation in Tenant and Community Engagement programs and initiatives
- identify new partnerships of referring agencies, support providers, volunteers, corporation partners and other community groups to grow our network of support for tenants
- actively engage in community engagement and development, capacity building, social planning and networking activities in the sector to stay abreast of current approaches and opportunities
- coordinate tenant meetings, tenant stories, tenant advisory groups, and other activities on time and in budget, in line with the Community Engagement Strategy and annual plan, as agreed with your supervisor
- support the Program Officer and Community Engagement Lead to identify and submit applications for grants and funding opportunities to support the delivery of projects to enhance the environment in which tenants reside and other opportunities for developing our tenant communities
- support the Community Engagement Lead to design and deliver projects, collaborating with community partners, to improve our properties to provide opportunities for social inclusion for tenants; such as, but not restricted to, community gardens, outdoor communal areas, community rooms
- provide regular reporting on activity as directed by your supervisor
- report on and provide input to a range of reports to funding bodies, partner organisations and other internal or external stakeholders, as directed
- efficiently and accurately enter, maintain and update tenant records on database/housing and property systems and all Wesley Community Housing registers, and other records as directed
- follow timely implementation of Wesley Community Housing policies and procedures; and compliance with residential tenancy agreement and NSW Registrar of Community Housing guidelines to meet requests for responsive and planned maintenance
- develop and maintain positive relationships with NSW Housing, local councils, other Community Housing Providers and any other relevant services that support tenants to sustain their accommodation



- support the various partner agencies in their accommodation outcomes for people who are homeless or at risk of homelessness
- work collaboratively with internal stakeholders, including Wesley Mission programs and services and head office support functions
- ensure all activities are in line with Wesley Mission's policies and procedures and meet contract expectations
- maintain tenant and property files, both hard copy and electronic records as per our processes
- attend to other matters as required by the Community Engagement Lead or Operations Manager, Wesley Community Housing

### **5.3.1 Performance Measures**

- Data integrity on all data management and reporting systems
- Timely and in-budget delivery of projects, contracts and reports
- Required activities delivered accurately and on time

## **5.4 Our financials**

- deliver community engagement activities within agreed budgets and timing
- develop and maintain relationships with an extensive network of agencies to support tenants to achieve outcomes of successful sustainable tenancies, improved social housing experience and their life goals
- ensure all expenditure and Community Housing projects are delivered to budget and seek opportunities to minimise expenditure where possible
- monitor, maintain and review processes for best practice in keeping with Wesley Mission Policy and Procedures and audit corrective action plans in consultation with the Operations Manager
- support the responsible management of program funds in accordance with Wesley Community Housing and Wesley Mission funding and financial reporting expectations
- operate within the financial policies and budgets of Wesley Mission
- provide feedback to your supervisor to evaluate relevant partnerships and stakeholders in accordance with achieving increased sustainable occupancies, supporting our contract goals and requirements
- support the Community Engagement Lead in the facilitation of meetings and forums with relevant partners and stakeholders in the community

### **5.4.1 Performance Measures**

- ensure information is accurate and available in a timely manner
- budget, program and project costs are balanced and maintained



## 6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Community Housing Business Plan and Wesley Mission Strategic Plan, as requested by your supervisor
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

## 7 Selection criteria

To be successful in this position, candidates must possess the following:

### **Demonstrated behaviours**

- willingness to affirm Wesley Mission's vision, mission and values
- to be trustworthy, able to build trust and develop relationships
- patient, kind, caring, supportive and a good listener
- positive and flexible approach to working in a changing and busy environment
- highly organised
- confident professional with strong initiative
- displays emotional maturity and resilience
- relates well to a range of people with sound listening and problem-solving skills
- a people person, finding enjoyment in engaging with others including vulnerable community members
- demonstrated ability to work unsupervised as well as an effective team player with a positive and proactive approach



- ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative working style
- ability to maintain confidentiality at all times

### **Essential criteria**

- demonstrated experience in supporting vulnerable community members with kindness and care in line with organisation policies and procedures
- experience working in social housing or related sectors
- very strong interpersonal skills, good listener, responding to vulnerable community members with the ability to build trust and respond to their needs
- Ability to demonstrate initiative, prioritisation of tasks, problem solving and organisational skills, attention to detail, high level oral and written communication skills, ability to work unsupervised and be a team player, as well as being flexible and accountable
- demonstrated experience developing and nurturing internal and external stakeholder relationships
- Personal values align with Wesley Mission Vision and Values
- competent knowledge and application of the Microsoft Office environment
- satisfactory National Criminal History Check clearance
- current unrestricted drivers' licence and access to a motor vehicle to use for work (kilometre reimbursement will be paid)
- Senior First Aid Certificate or willingness to obtain

### **Desirable skills/knowledge**

- demonstrated knowledge of the Residential Tenancies Act 2010
- demonstrated experience in case work, support worker or from the caring profession e.g. community services, community housing or community engagement
- experience working in tenant management or engagement/ community development roles
- experience in community consultation, networking or relationship building
- not for profit or cause related experience
- tertiary qualifications in a related discipline