



Position Description

**Program Support Officer
Wesley Community Housing
September 2024**

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Program 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 of *doing all the good we can because every life matters.*

Wesley Mission's 2028 Strategic Plan sets expectations for how we will achieve the Mission, Vision and Purpose. It calls on us to extend our impact with targeted services, and address unmet community needs and to ensure the sustainability and strength of our mission impact.

In meeting these expectations, our behaviour is guided by our core Values: *Soft hearts, sharp minds, hard feet and open hands.*

2. Overview of team

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 vulnerable communities.

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 purpose of the role is to be the first point of contact for Wesley Community Housing and undertake a variety of supporting tasks for the Community Housing Team.

Key responsibilities include:

- being the first point of contact, managing and responding to enquiries and correspondence to and from a variety of internal and external stakeholders.
- providing overall effective office management which supports the team
- maintaining, reviewing, and managing effective systems for business operations including efficient office and administration tasks



- regularly reviewing and maintaining efficient systems as required to manage all databases, files, reports, forms, and payments
- coordinating preparation and distribution of a variety of correspondence
- completing, documenting, analysing, and reporting of satisfaction surveys
- supporting the Housing Leads, Community Engagement Lead, Program & Compliance Lead and Head of Community Housing through a range of tasks and activities as directed by Supervisor or Head of Community Housing
- providing back up coverage and support for other team roles as advised by Supervisor.

4. Relationships

Reports to: Program Officer, Wesley Community Housing

Working with: Wesley Community Housing team, Wesley Marketing, Wesley Finance, Wesley Mission services, members of the public, other government, and community agencies

5. Major role responsibilities

5.1 Our clients

- foster 'whole of person' approach to all Community Housing activities to enhance the tenant experience
- 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
- build and maintain positive relationships with internal and external Wesley Community Housing stakeholders in the support and coordination of community housing activities
- ensure timely response to enquiries and contact from key external Wesley Community Housing stakeholders, including our tenants, applicants, suppliers, government agencies, community organisations and the general public
- ensure paperwork is managed, filed, and distributed daily
- execute preparation of any delegated administration tasks such as letters, SMS or email communications, printed materials, reports, newsletters etc.
- assist with any mail outs as delegated by Program Officer and coordinate any operational paperwork as needed
- setup Applicants for housing ensuring all required paperwork is received and complete regular reviews of waiting list in line with policies and procedures
- conduct, analyse and report tenant and other stakeholder satisfaction as directed
- support the Program Officer with system design, management, and review activities
- advocate for tenants and in collaboration with the Community Engagement Lead to link tenants with other services
- be a strong ambassador for Wesley Community Housing and Wesley Mission.



5.1.1 Performance Measures

- evidence of team support provided as required client satisfaction rate in line with measures in annual business plan.

5.2 Our people (our team)

- work collaboratively with all team members to ensure the successful delivery of Wesley Community Housing services
- ensure the team are equipped by providing materials and support as requested
- 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 provide management with relevant operations related reports and performance information as required
- maintain and prepare all meeting appointments and functions including tea and coffee making and the organisation of catering as required
- prepare agendas and meeting materials as needed, participate in meetings as required, taking minutes, and distributing to staff in a timely manner
- coordinate travel for Wesley Community Housing team members as required
- assist in the maintenance of all registers such as staff training, office passes, asset, and vehicle register
- coordinate training and ensure training resources are made available to the team as required
- maintain all required office equipment, order any stationary and any other items needed for operations as requested and approved by the Head of Community Housing, including cleaning and kitchen supplies.
- undertake administrative duties related to the recruitment, induction and exit of staff
- manage pool vehicles, ensuring the log book is available, keys are signed out, services are completed and regular safety checks are completed
- support staff in enacting safe on-site practices
- promote and ensure adherence to Wesley Mission brand
- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- as outlined in the business plan, document your progress using the Contribution and Development Plan template and meet with your Manager to discuss
- cover finance related tasks when the Finance Officer is unavailable as directed by Supervisor or Head of Community Housing
- cover tenancy related tasks when the required by the Housing Leads as directed by Supervisor or Head of Community Housing



- cover community engagement related tasks when required by the Community Engagement Lead as directed by Supervisor or Head of Community Housing
- attend all scheduled meetings as directed by your supervisor
- work with the Community Housing team to ensure goals and KPIs are met

5.2.1 Performance Measures

- timely completion of tasks set by the Program Officer or Head of Community Housing

5.3 Our operations

- hold primary responsibility as first point of contact for inbound contact via centralised customer service points with Wesley Community Housing
- manage and respond to all enquiries, correspondence, complaints, and other requests according to agreed process and escalate where required
- co-ordinate and undertake required outbound contact to tenants, support providers and other stakeholders as required, including phone calls, letters, appointments, follow-up, notices etc
- work collaboratively with Wesley Community Housing team members, providing support across all operations in line with processes and procedures, and as directed by Supervisor
- prepare necessary documentation across a variety of community housing functions as directed by Supervisor
- maintain tenant and property files, both hard copy and electronic records as per our processes
- plan and organise events as directed
- efficiently and accurately enter, maintain, and update applicant and tenant records on database/ housing and property systems and all Wesley Community Housing registers, and other records as directed
- system management of the SMS service including setting up tenants, making tenants inactive and updating contact details as directed by Supervisor
- ensure the office is presentable, office equipment is maintained, stationary is available, and the office supports the delivery of services to clients and the community
- attend to other matters as required by the Program Officer and/or Head of Community Housing, Wesley Community Housing

5.3.1 Performance Measures

- smooth operation of Wesley Community Housing
- timely and accurate completion of all operational administration tasks
- satisfactory completion of tasks according to set deadlines
- office is well resourced and maintained
- data integrity on all data management and reporting systems



5.4 Our financials

- work collaboratively with, and support the Team to ensure relevant rent calculations, payments and invoices are generated, received, and processed as required including twice yearly rent reviews for tenants
- use program resources responsibly and in the intended fashion to support the Head of Community Housing, Wesley Community Housing to be accountable for the budgets and costs associated with Community Housing
- monitor, maintain, review administration systems and evaluate for best practice in keeping with Wesley Mission Policy and Procedures
- ensure all projects are delivered to budget and seek opportunities to minimise expense wherever possible.
- operate within the financial policies and budgets of Wesley Mission

5.4.1 Performance Measures

- ensure information is accurate and available in a timely manner
- timely completion rate of all financial processing
- budget and project costs are balanced and maintained

6. Professional responsibilities

- undertake any tasks requested by the Program Officer, Program & Compliance Lead, Head of Community Housing, or the General Manager.
- 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
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and 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
- participate on a quarterly basis in Wesley Mission's Employee contribution and development process
- 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 always maintained
- maintain confidentiality.

7. Selection criteria

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

Demonstrated behaviours

- ability to build trust and develop relationships
- displays emotional maturity and resilience
- positive and flexible approach to working in a changing and busy environment
- highly organised, with strong attention to detail
- confident professional with strong initiative
- relates well to a range of people with sound listening and problem-solving skills
- demonstrated ability to work unsupervised as well as an effective team player with a positive and proactive approach
- ability to always maintain confidentiality
- willingness to affirm Wesley Mission's vision, mission and values
- excellent communication skills, both written and verbal
- demonstrated experience in accounts/financial processing
- professional telephone manner, ability to think on feet and solve problems/ direct people to the right place
- personal integrity

Essential skills/knowledge

- tertiary qualification in a related discipline, or at least 2 years' experience in similar roles
- demonstrated experience providing quality customer service in a strength-based approach including handling telephone enquiries such as complaints and complex enquiries
- demonstrated experience in analysis and problem solving
- exceptional organisational skills, attention to detail and follow through
- well-developed oral and written communication skills with the ability to communicate across a variety of mediums to people of all levels, including management, staff, tenants, and other stakeholders
- demonstrated conflict resolution skills and experience managing difficult behaviours
- ability to work unsupervised as well as an effective team player with a positive can-do attitude



- competent knowledge and application of the Microsoft Office environment including Microsoft Excel and Teams
- satisfactory National Criminal History Check and working with children's check clearance

Desirable skills/knowledge

- not for profit experience or cause related experience
- demonstrated knowledge of best practice and quality standards with the community services sector
- experience with databases and CRM systems
- program or project management experience
- knowledge of the Residential Tenancies Act
- knowledge of Community Housing or Real Estate sector
- experience managing a wide variety of financial tasks, including accounts payable and receivable, management of budgets, invoice processing and filing