



Support Coordinator– Amélie Housing

Position Description

Position Title	Support Coordinator
Responsible Division Reports To	Housing NSW State Manager
Base Location	Wentworthville or Eagle Vale, other Amélie sites as required.
Primary position objective	<p>The role is responsible for:</p> <ul style="list-style-type: none">• Develop and manage a support coordination framework in partnership with Amélie's key strategic stakeholders• Ensure key outcomes including tenant well-being and housing occupancy levels are maximised.• Providing specialist advice and support facilitation for clients with complex support and housing needs.• Develop stakeholder partnerships, and maintain agreements with key support agencies.• Participating in the development of policies and procedures to better deliver tenancy sustainability for Amélie Housing tenant

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year' old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Amelie Housing Overview

Amelie's Housing manages a portfolio of social and affordable housing properties of which we manage as either the owner, lessee (LAHC or CHLP), or on behalf of private investor landlords under a FFS arrangement. It is however noted that over 80% of tenancies managed within our NSW portfolio are transitional tenancies.

Amelie Housing is responsible for all parts of tenancy, property and asset management, as well as providing all outcome data to the NSW Department of Communities and Justice (DCJ).

Amelie Housing is the national community housing provider for St Vincent de Paul Societies in NSW, ACT and SA.

The position works collaboratively with internal service areas as well as other agencies and service providers.

Duties and Responsibilities

The Support Coordinator (SC) is responsible for:

- Building and sustaining positive relationships with key stakeholders
- Driving collaborative partnerships and effective implementation of partnership agreements
- Ensuring Amelie's adherence to, review of, and maintaining currency of contractual agreements (Service Level Agreements- "SLA's")
- Reporting of partnership agreement compliance to internal and external stakeholders
- Support the achievement of improved social housing outcomes for Amelie's tenants and partner organisations.
- Regular meetings with support services to engineer tailored and appropriate service to tenants to maximise outcomes
- Voids and Vacancies minimization by efficient communication, provision of appropriate and timely reports to support services e.g. Void and Vacancy reports, reporting to Asset Team on property issues hindering tenant demand for the property and coordination of the Housing Team members and support services
- Liaising with Arrears Officer for information to provide tenant arrears assistance by support partners
- Recommendations regarding issuing of Vacancy Penalties
- Maintaining current SLA's and performance against these agreements
- In specific instances, tenants with complex anti-social issues which require an increased level of sensitivity and additional expertise will be referred to the SC by Housing Officers
- Similarly, general housing tenants may need to be referred to specific support service for a range of issues including Domestic Violence, mobility, Centrelink compliance or breaches, or increasing disabilities. In these instances, the SC will work in a supportive role with the Housing Officer.
- Continually improving service levels by monitoring Amelie Housing partnerships, including their impact on client outcomes, tenancy outcomes, partnership gaps and refinements to the SLA/ MOU process.
- Sourcing community grants identified to cultivate tenant capacity, tenant communities and/or amenities.
- Develop and implement community engagement activities for our tenant communities

Essential Criteria

- Relevant Community Development or Social Sciences or equivalent qualifications and experience
- Comprehensive knowledge of NSW Residential Tenancy Act and Regulations
- Knowledge of social housing and the homelessness, health and welfare service system in NSW
- A great social awareness and understanding of social and cultural differences is critical
- A minimum of 2 years' relevant experience within a housing organisation
- Ability to organise own workload and to work with minimal supervision
- Excellent problem-solving skills
- Excellent communication and mediation skills (written and verbal)
- A valid NSW driver license and a fully insured vehicle
- Ability to travel between Amelie offices and support service' offices as required

Desirable Skills:

- Experience in working successfully with tenants, support agencies and partners to improve social and economic outcomes for clients
- Experience providing accurate and timely management and stakeholder reports on collaborative activities
- Experience and knowledge developing and implementing service delivery plans.
- Experience maintaining and reporting on formal agreement compliance and regulatory requirements.
- Commitment to work proactively with stakeholders for improved service delivery.
- Experience in working successfully with customers, support agencies and partners to improve social and economic outcomes for customers
- Experience providing accurate and timely management and stakeholder reports on collaborative activities
- This role is suited to someone who is a strong communicator, who is organised and enjoys a fast- paced environment
- Experience with Microsoft Office applications

Amelie Housing is an Equal Employment Opportunity Employer