



Client Relations Officer – Homes North

- Full time Client Relations Officer role with innovative, growing not-for-profit organisation
- Exercise your client relationship skills within a fantastic team culture
- Attractive remuneration including not-for-profit tax concessions

We strongly encourage applications from Aboriginal and Torres Strait Islander people.

Homes North provides services to over 2,700 tenancies in northern NSW, approximately half of these households are an Aboriginal family.

Homes North has a target to employ 50% Aboriginal staff.

Homes North's vision for reconciliation is an environment where Aboriginal cultural understanding is present & embraced in business as usual and in long term strategies. We envisage an environment where staff work in collaboration and partnership with Aboriginal peoples, organisations and communities in a meaningful and respectful manner.

Are you passionate about contributing to an important cause? Do you have exceptional skills in client support, care and customer service within a social housing, welfare or community service? Do you have the ability to work with complex clients and their advocates to directly provide advice and assistance? Are you a collaborator able to achieve shared outcomes with both internal and external stakeholders?

We might just have the role you're looking for! Homes North is a highly reputed not-for-profit organisation with offices in New England North West NSW, dedicated to creating secure, affordable and sensitively managed housing opportunities for low income households. We are looking to hire a Client Relations Officer within our Housing Options team based in Inverell.

The Client Relations Officer role provides a broad range of services and advice to clients, advocates and other stakeholders. This position is responsible for providing an excellent level of customer service and a client-centered approach to community members seeking housing assistance.

You will help clients with complex needs overcome barriers they experience accessing housing. The role will entail liaising with other housing professionals and services on a day-to-day basis, assessing eligibility and processing applications for social housing assistance, conducting client eligibility interviews, providing advice on and delivery of private rental assistance products and appropriate referrals to other client services.

Applicants must have:

ESSENTIAL:

- Previous experience in a client-focused role, and ability to advocate for and provide client-centred support to vulnerable clients
- Ability to prioritise workloads and manage time effectively to meet strict deadlines in a dynamic work environment
- Demonstrated ability to network and collaborate with internal and external stakeholders
- Ability to respond to and resolve complex enquiries, provide accurate information, and resolve issues effectively and efficiently
- Strong administrative skills, particularly in core Microsoft office applications
- Current Driver's License
- Current Criminal History Check
- Willingness to obtain Working With Children Check

DESIRABLE:

- Previous experience in Social Housing, Welfare or Community Services
- Certificate 3 in Social Housing or equivalent is desirable OR attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required; appropriate on-the-job training and relevant experience
- Experience using a housing management system(s) e.g. HOMES/TRIM

Homes North is a not-for-profit organisation serving the New England North West region, with offices located in Armidale, Glen Innes, Gunnedah, Inverell, Moree and Tamworth. Operating for over 30 years, Homes North creates secure, affordable and sensitively managed housing opportunities for low-income households.

Our vision is that every community member on a low-to-moderate income in the New England North West region has a secure place to call home, which they can independently sustain into the foreseeable future. This vision recognises the continuum of housing needs - from emergency and short-term accommodation to address homelessness, through to supported and community housing, and over the long-term pathways to secure and affordable home ownership. Community members may move in different directions along this continuum as a result of changes to their financial, health and family circumstances.

For a confidential discussion please contact Penny Meyer on 026772 5133. Alternatively, please email enquiries to pennymeyer@homesnorth.org.au

Closing date for applications: 24 January 2021