



metro assist

POSITION DESCRIPTION

Tenancy Administrative Worker

Employment Status	Part Time Fixed Term (26 to 28 hrs. per week)
Award Classification	SCHCADS Award Level 2
Reports to	Tenancy Coordinator
Area of Work	Canterbury-Bankstown, Georges Bay, and Sutherland areas
Office location	Campsie Head Office
Conditions of Employment	Employment for this position is subject to a satisfactory Working with Children Check and Police check.

POSITION PURPOSE

Southern Sydney Tenants Advice and Advocacy Service (SSTAAS) provides information and advice to tenants on their rights and obligations as residential tenants. The primary function of the service is the delivery of a telephone information service to tenants within the identified catchment area. The Service assists a range of residential tenants including those in the private rental market; social housing; tenants in residential parks; boarders and lodgers.

The primary responsibilities of the Administrative Support Worker include responding to all incoming phone inquiries to the advice line, recording call data, completing the initial intake process for clients in need of assistance, and referring client intake requests to in-house Tenant Advocates or other tenancy services, as necessary.

The role is also responsible for working collaboratively with and supporting Tenant Advocates with all data entry for reporting purposes, as well as performing general administrative duties to help the team maintain optimal service delivery.

Core Requirements

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES	WEIGHTING
<i>Vision, Mission, Values</i>	<ul style="list-style-type: none"> • Working knowledge of the Metro Assist’s Vision, Mission, Values, client requirements and the community context. • Has a general knowledge of administrative functions within the organisation; and of network services, and referral agencies. 	<ul style="list-style-type: none"> • Understands and articulates significance of Centre’s Vision and Mission and follow organisational values in day-to-day work. • Make effective contact across the sites for program information collection and dissemination. • Feedback from client surveys and stakeholders is positive. 	N/A
<i>Leadership / Teamwork</i>	<ul style="list-style-type: none"> • Able to work with minimal supervision and escalate issues as appropriate. • Works collaboratively with team members and Identifies areas of change for team improvements. • Shows by example a high level of motivation and sustained discipline to provide effective customer service to clients. • Participates in providing solutions to problems associated with specific areas of responsibility. 	<ul style="list-style-type: none"> • Adheres to timeframe and makes timely responses to team issues. • Feedback from team members and manager. • Demonstrates initiative and participates in team problem-solving. • Attendance and contribution to Staff meetings and other regular meetings of relevance to the service. 	N/A

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES	WEIGHTING
<i>Interpersonal Skills / Communication</i>	<ul style="list-style-type: none"> • Deals regularly with enquiries or correspondence from clients, or external organisations. • Uses positive engaging , de-escalation and assertive techniques while dealing with clients and staff. • Able to resolve conflict with assistance. • Has effective listening skills and seeks, provides, and/or shares information in an appropriate and respectful manner. 	<ul style="list-style-type: none"> • Communicates effectively and in a timely manner with clients, stakeholders, and respects confidentiality. • Is aware of organisational protocols relating to conflict resolution and follow when required. • Is able to show empathy and use assertive and listening skills while dealing with clients and staff. • Feedback from internal and external stakeholders. 	N/A
<i>Continuous Improvement / Quality</i>	<ul style="list-style-type: none"> • Suggests changes to improve quality in own work area and makes agreed changes. • Identifies opportunities for improvement and suggests amendments to documentation. 	<ul style="list-style-type: none"> • Identifies and recommends changes to procedures, protocols, and work systems. • Contributes to discussions around administrative practices and trends. • Attends training and workshops as required. 	N/A

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES	WEIGHTING
<i>Practices / Safety / Standards</i>	<ul style="list-style-type: none"> Adheres to Metro Assist Policies and procedures, service delivery standards, staff code of conduct, and all relevant government legislation (e.g., WH&S) and relevant standards. Understands the importance of SSTAAS policies and standards, and TAAP program guidelines, and seeks assistance when necessary. Complies with Metro Assist information security policy, standards, plan, and procedures relevant to program area. Ensures the security and protection of information assets under the custody. 	<ul style="list-style-type: none"> Is conversant with organisational policies and procedures, codes of conduct and relevant legislation and safe work practices and applies the policies effectively in own practice. Attendance to security awareness training and prompt follow up on ISM improvement instructions. Reports and responds to any suspected or actual security breaches. Feedback from clients and stakeholders. 	N/A

Functional Requirements

KEY RESPONSIBILITY AREAS	ROLE REQUIREMENTS	KEY PERFORMANCE MEASURES	WEIGHTING
<i>Client Intake</i>	<ul style="list-style-type: none"> Receive all incoming phone/email enquiries and completes initial client intake process as required. Refer messages with accuracy to staff as required. Refer clients to external agencies as needed, in consultation with the Tenancy Coordinator if required. Provide general information about the service to the clients. 	<ul style="list-style-type: none"> Respond to all incoming calls and phone messages in a timely manner. Record all incoming enquiries accurately and in a timely manner. Feedback from staff and manager. 	40%

Data Entry	<ul style="list-style-type: none"> • Ensure file records and statistical data on client contacts are recorded in our internal systems. 	<ul style="list-style-type: none"> • All file records and data entry are completed in an accurate and timely manner. 	40%
Records Management	<ul style="list-style-type: none"> • Assists in the development of digital filing, classification and archiving systems as required. • Compliance with privacy and information security policy. 	<ul style="list-style-type: none"> • Ensures compliance with law and internal policies with regard to client data and case information. 	10%
Administration	<ul style="list-style-type: none"> • Manage mail-in, mail out. • Perform, as required, duties including filing, photocopying, scanning, and word processing. • Assists with the implementation of administrative procedures in accordance with team requirements to support service delivery. 	<ul style="list-style-type: none"> • Feedback from staff and manager. 	10%
Special Projects/tasks	<ul style="list-style-type: none"> • As and when required by the Manager work on specific projects/events related to the core functions of SSTAAS/TAAP program. 	<ul style="list-style-type: none"> • Satisfactory completion of project/tasks within defined Scope, specification, time frames and budget. 	

Decision Making Authority

You are responsible for fulfilling your duties within the framework of legislative requirements and Metro Assist Limited policies and procedures. Issues are usually resolved without reference to your immediate supervisor but matters that arise which are outside the policy framework or matters which may potentially escalate to the detriment of Metro Assist Limited should be reported to your immediate supervisor.

Date Prepared/Updated *August 2024*

Approved *Chief Executive Officer*

Employee Acknowledgement

I acknowledge the following:

- I have read and discussed this position description with my manager; and
- I understand the position objectives, key tasks, responsibilities, and performance standards.

Employee Name: _____

Employee Signature: _____

Date: _____