

Community Engagement Assistant Position Description

SCHCADS Award Level 3

Key role details

Community Engagement Assistant	
Reports to (position)	Lead, Connecting Communities
Department	Customers
Location	Hurstville, Bonnyrigg, St Leonards, Redfern (may be required to work at other SGCH office locations from time to time)
Remuneration level	Level 3
Essential requirements	<ul style="list-style-type: none"> Experience in a busy and demanding administrative environment Excellent customer service skills Experience working with individuals from diverse backgrounds and cultures Strong organisational and time management skills Good written and verbal communication skills Self-motivated with a learning mindset, with experience working collaboratively to deliver outcomes Current NSW driving license (P1 or above) Good computer skills including experience working with Microsoft excel
Desirable skills	<ul style="list-style-type: none"> Degree or relevant experience in social work, social services, community services, welfare, or relevant discipline Experience in community development work or related area Experience in event management Experience working with vulnerable people including those experiencing homelessness, mental health issues, domestic and family violence, disabilities, young people or older people Understanding of social and affordable housing



Position summary

As an SGCH Community Engagement Assistant you support the delivery of community development and placemaking activities that aim to strengthen community connections and empower social housing tenants to become involved in their local community.

The focus of an SGCH Community Engagement Assistant is to provide a full range of administrative support for a program of identified community development activities and events. You work as part of a team of dedicated SGCH team members and partner organisations with a shared purpose to increase the opportunities for people living in social housing communities to improve their sense of community, health and wellbeing.

To work at SGCH you are committed to delivering together with passion and purpose, guided by our organisational values. Together we provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities.

Your Success Profile

Community Engagement Assistant	
<p>Knowledge – ‘What do you know?’ Value and importance of social and affordable housing to individuals and the community How to work with vulnerable people from a range of backgrounds How to be flexible and organised to deliver services as a team</p>	<p>Experience – ‘What have you done?’ Worked in a challenging customer service environment Planned and prioritised a busy workload Delivered services to meet and exceed operational benchmarks</p>
<p>Behaviours – ‘What can you do?’ Provide exceptional customer service Organise community development activities and events Support the delivery of high-quality services by working as part of a team</p>	<p>Personal qualities – ‘Who you are’ Enjoy working with a business head and a social heart Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customers</p>



Your work as an SGCH Community Engagement Assistant

Our strategic work areas	Your daily work
Vision, purpose and strategy	<ul style="list-style-type: none"> • Work together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities • Work as a team to deliver great places, thriving people, connected communities • Aspire to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday
Customer service	<ul style="list-style-type: none"> • Show respect, courtesy and fairness when interacting with our customers • Respond to customer enquiries and requests with care and urgency • Keep customers informed about issues they have raised and seek feedback to ensure their needs are met
Community development	<ul style="list-style-type: none"> • Work in accordance with community development fundamentals and principles of empowerment, inclusion and diversity, collaboration and participation, transparency and trust • Support tenants to connect, engage and participate in their community, to reduce social isolation and create a sense of belonging • Support the delivery of community development and placemaking activities and events
Administrative support	<ul style="list-style-type: none"> • Manage logistics for activities and events; book spaces, send event invitations and arrange catering • Set up, take attendance for, and run activities and events • Record tenant feedback from engagement activities to support community development and placemaking planning • Minute-take for internal and external working groups and meetings
Leadership and teamwork	<ul style="list-style-type: none"> • Work as a team to provide best practice services • Collaborate with teams across our organisation to improve outcomes for customers • Support team members to deliver the best services they can by sharing knowledge and skills; and work together to resolve challenging situations
Self-management	<ul style="list-style-type: none"> • Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, seek feedback and respond constructively • Look for and take advantage of opportunities to learn new skills and develop strengths • Show resilience and ability to work under pressure
Business excellence and innovation	<ul style="list-style-type: none"> • Plan and complete work to agreed timeframes and standards • Understand team and organisational objectives and align your activities accordingly



	<ul style="list-style-type: none"> • Identify ways to improve systems or processes to achieve better outcomes
Legislation, policies and procedures	<ul style="list-style-type: none"> • Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensure the privacy of customer and organisational information is protected
Compliance and reports	<ul style="list-style-type: none"> • Accurately collect and record tenancy and other information • Contribute to the collection of data and information on operational performance • Attend regular (at least weekly) team huddles and regional team meetings
Accountability and risk	<ul style="list-style-type: none"> • Identify and follow safe work practices; and be vigilant about their application by self and others • Attend workplace health and safety training • Be aware of risks that might impact on the completion of an activity and escalate when identified • Speak out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> • Use core office software applications such as Microsoft Outlook, Word and Excel • Manage and update information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Comply with SGCH policies on the acceptable use of technology



Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Provide responsive and respectful customer centric services in accordance with our Customer Service Standards and commitments 2. Actively manage safety and promote our safety culture 3. Core focus to support community development and placemaking activities designed to meet tenant and social housing community needs 4. Provide administrative support for tenant meetings, community development and placemaking activities 5. Organise and attend tenant community events and activities 6. Record tenant feedback from engagement activities to support community development and placemaking planning 7. Support enhanced tenant health and wellbeing by working within our placemaking and partnership practice frameworks 8. Know and understand SGCH policies and processes and apply them with a focus on delivering sustainable housing outcomes for customers 9. Apply the Australian Privacy Principles when managing customer information and data 10. Attention to detail when inputting and managing customer information and data, within set timeframes
Our values	<ol style="list-style-type: none"> 1. Trust – we take ownership and accountability to build trust 2. Empowerment – we empower our people, partners and our customers 3. Inclusion – we respect differences and treat people equally 4. Creativity – we explore new and better ways of working 5. Honesty – we are responsible, ethical and professional