

Enquiries and Admin Coordinator

Position description

About the role

The Enquiries and Admin Coordinator works within the Specialist Services Team and is responsible for providing support across all Housing Hub services assisting NDIS participants at various stages of their housing journeys to achieve exceptional home and living outcomes (our Home and Living teams). The Enquiries and Admin Coordinator will be the first point of contact for enquiries for the services, and will be responsible for responding to all enquiries by speaking with potential clients to answer questions about the services, follow up to encourage engagement with the services, managing client wait lists and onboarding of new clients.

In addition to delivering the enquiry to onboarding processes, the role will be required to provide administrative support across the Specialist Services and will work closely with each of the team leads to support the implementation and efficient operation of the enquiry to onboarding functions.

The role reports to the Services and Clinical Practice Manager and will be required to build strong working relationships with Home and Living teams, and will be required to have frequent contact with people with disability, their Support Coordinators and other community supports.

About Housing Hub

The Housing Hub was created in 2017 with a goal to support people with disability to find suitable and quality housing, and to support the efficient operation of the disability housing market. The Housing Hub was created as an initiative of the Summer Foundation and now operates under a social enterprise model.

Thousands of properties across Australia are currently listed on the Housing Hub website, making it easier for housing seekers to find the right home. Finding the right home can be a long and complicated process, so we've created an online community where housing seekers and housing providers work together to develop a market where people with disability enjoy choice and control.

The Housing Hub consists of several teams who support the Housing Hub website, assist NDIS participants to achieve great home and living outcomes, provide training and capacity building for people with disability and stakeholders working within the NDIS, develop resources and videos, and provide information and market data. We are passionate about supporting people with disability to live a life of dignity in the way they choose.

About the team

The Specialist Services division is responsible for:

- working alongside NDIS participants, their supporters and existing Support Coordinators to provide targeted assistance with a range of home and living supports
- working with NDIS participants who are currently living in residential aged care and would like to move into age appropriate housing that meets their needs and preferences

- supporting NDIS participants who are medically ready for discharge and who have become stuck in hospital due to a housing related barrier, assisting them to discharge into safe and appropriate housing that meets their needs and preferences (our Hospital to Home service)
- providing expert support to create high quality evidence to support NDIS applications
- providing clinical governance support for all Housing Hub teams who support NDIS participants to achieve outstanding Home and Living outcomes (our Home and Living teams), ensuring that employees have expert assistance to resolve complex client scenarios, and receive appropriate mentoring and development
- providing a centralised intake and administrative support function for all Home and Living teams

Our workplace

We have teams working all across Australia, however our head office is located in Box Hill, Victoria.

Click [here](#) to meet some of our teams. We are dedicated to providing a supportive, rewarding and collaborative work environment that enables us to deliver high quality services and positive outcomes.

If you're looking for a career where you can be a part of social change, work collaboratively with passionate people, and have real opportunities for professional development, we encourage you to join our team.

Housing Hub has flexible, inclusive and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

Role details

Position	Enquiries and Admin Coordinator
Team	Housing Hub - Specialist Services
Direct reports	None
Reports to	Services and Clinical Practice Manager
Status	Ongoing, full-time
Award Classification	Level 3. \$74,685 - \$80,086 + superannuation for 1.0 FTE. Award range for level 3 is \$71,129 - \$76,272 + superannuation for 1.0FTE. Housing Hub is a Public Benevolent Institution which attracts salary packaging benefits.
Location	Melbourne, Sydney
Last updated	March 2024

Key responsibilities

Enquiry and Intake management

- Act as first point of contact for service requests and enquiries from people with disability, their supporters, Support Coordinators and health clinicians
- Assess enquiries and provide advice on eligibility for different Home and Living services, provide information to enquirers and convert enquiries into active service requests
- Collect information and documentation to understand service requirements and commence service, including following up on outstanding requirements within agreed boundaries
- Facilitate a smooth handover between intake and service provision, giving the best chance of success for a sustainable and positive outcome
- Ensure all contact is recorded in the database and outstanding leads are followed up

- Provide accurate information and excellent customer service in a timely manner, ensuring the Housing Hub brand voice and tone is reflected in all external facing communications
- Develop and maintain templates for responding to common enquiries, ensuring all materials are consistent with Housing Hub brand guidelines and appropriately signed off
- Develop and implement standard scripts and templates for assisting enquirers who may be eligible for multiple services to determine the most suitable service for their needs
- Meet agreed timeframes for enquiries to be responded to, converted to clients or otherwise closed, recording all required data accurately
- Prepare regular reports to track, review and improve conversion rates and waiting times
- Undertake regular reviews of open Leads and Opportunities and support service leads to follow up resulting in the conversion of leads to opportunities and opportunities to active clients within the services

Workforce planning

- Liaise regularly with Home and Living service leads to understand capacity and availability
- Communicate with potential clients on expected wait time and ensure regular updates are provided

Administrative support

- Provide administrative support to the Service and Clinical Practice Manager as required, contributing to the smooth operation of the Services team activities
- Work with service team leads to support the implementation and operation of standardised processes, systems, tools and technologies for all teams
- Provide project support for new and key change initiatives, including assisting with project and change management governance and lifecycle management
- Undertake calls to people with disability and other referrers to determine impact for customers/users and identify opportunities for continuous service improvement

General

- Other duties as requested by the Services and Clinical Practice Manager
- Remain flexible to role changes according to relevant skills and experience, changing work environments, work priorities and organisational needs
- Employment subject to National Criminal History check and NDIS Worker Screening Check

Skills and experience

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- Experience in a sales or service support role talking to customers and providing excellent support
- Lived experience with disability advantageous
- Experience working with databases (CRM systems)
- Experience working within a for purpose organisation, preferably within the disability sector
- Ability to communicate clearly and effectively via email, phone, online and in person, with experience working with clients who may have complex communication requirements
- Excellent time management and organisational skills
- Strong interpersonal skills and high levels of resilience
- Experience in database entry, management, reporting
- Ability to maintain confidentiality
- Ability to manage internal relationships
- Efficient and detail oriented

Housing Hub principles

The Housing Hub's principles include:

People with disability are at the centre of everything we do.

We seek social change by leading in our sector to build sustainable and innovative products that facilitate people with disability choosing where, how and who to live with.

We build the confidence of the sectors we operate in through collaboration, capacity building and housing solutions. We constantly reinvent best practice.

Our work is aligned to our evidence base and approach.

Our team has courage, fails fast and approaches problems with curiosity to achieve our vision.

Policies

All employees must comply with the Housing Hub policies as communicated to them. These policies form part of the contract of employment with Housing Hub and therefore must be read and understood by employees to ensure they are aware of their responsibilities as an employee of Housing Hub.

Agreement and acceptance

Signed:

Employee

Dated

Signed:

Manager

Dated