

Becoming a Client Service Officer

Who will I be working for?

Housing NSW addresses a basic need for people across NSW – a place to live. We manage over 146,000 social housing properties worth around \$28 billion including over 126,000 public housing, 15,600 community housing, and 4,300 Aboriginal housing properties. It is the largest housing authority in Australia.

Our products and services include:

- private rental assistance
- special assistance subsidies for people with disabilities or those living with HIV/Aids
- information and advice when purchasing a home
- mortgage assistance
- temporary accommodation for people who find themselves homeless
- housing for those most in need.

What would I do as a Client Service Officer?

Client Service Officers work directly with clients, and help to deliver applicant, tenancy, asset and property management services and advice. Approximately 60% of our workforce has direct contact with clients.

As a Client Service Officer, you will be located in an Access and Demand team (working with applicants) or a Tenancy Management team (working with tenants). Your job will involve:

- providing information to clients, assessing applications for eligibility for services and gathering client information to match needs to housing products
- managing tenancies and properties in-line with legislation, Housing NSW policies, and maintenance standards
- developing relationships with service providers and government agencies to better meet client needs.

What kinds of people would I be working with?

You will work with many kinds of people. Our tenants and applicants are the most vulnerable in our community and include the elderly, people with a disability, people with complex needs, such as mental illness, homeless people, the young, Aboriginal people and people from a variety of cultural backgrounds.

We also work in partnership with government agencies and community organisations to support people with special needs who live in social housing. One of our goals is to build stronger and more sustainable communities over the long term.

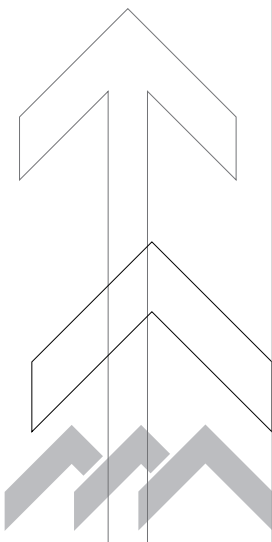
Where would I be working?

Housing NSW has around 2,500 staff in 105 locations across NSW, with Client Service Officers in all but a few of our locations.

Would I be good at this work?

You are more likely to be suited to the work of a Client Service Officer if you have:

- compassion and an understanding of people from diverse social and cultural backgrounds
- an interest in people's living conditions, and a willingness to visit people's homes
- strong interpersonal skills
- the flexibility to respond to changing work priorities and the ability to work on your own, in a team and sometimes under pressure
- integrity and professionalism so you can represent Housing NSW
- some experience using software packages, good writing skills and ability to interpret and apply policy guidelines





- a current drivers licence and
- an interest in developing new skills and knowledge. While we don't require mandatory qualifications, many Client Service Officers are sponsored to study for a Certificate IV in Social Housing.

What do staff say about being a Client Service Officer?

Here is what current Client Service Officers (Carlos, Mylee and Loren) say about the rewards of their role;

- "It has allowed me to have a positive impact on peoples' lives."
- "It has given me an understanding of issues that affect peoples' lives and built my tolerance for people."
- "I love the client contact. I feel this is also my strongest area and my favourite. I find it easy to be compassionate and I love building partnerships with supporting agencies and seeing tenancies turn from struggling to manageable."
- "Being involved with tenants, getting to know them and knowing that in a way you're helping them sustain a lifestyle, is extremely rewarding."
- "Having the opportunities to assess situations and make decisions (according to policy, of course) regarding some tenancy matters. It's empowering!"
- "I am currently completing the Cert IV in Social Housing through HNSW and the fact that I was given this opportunity to help further my skills is fantastic."

and the challenges...

- "There are a lot of challenges working with clients who suffer from mental illnesses, drug and alcohol problems, domestic violence cases, child abuse and much, much more - learning how to deal and communicate with them effectively."
- "Trying to meet the tenant's needs when they fall through the gaps of some policies or the situations isn't always black and white."

To help you manage the challenges we provide a comprehensive induction, on and off the job training and coaching, regular supervision and supportive co-workers.

Why choose this type of work?

- It is responsible work and you'll be appreciated for making a difference
- The work is varied, and you'll have the opportunity to meet a range of people and learn about different cultures
- Your co-workers in human services are dedicated, people oriented and good at what they do
- It's a great opportunity for learning and progression.

What working conditions could I expect?

You will receive the NSW Public Sector employment conditions which include:

- a competitive salary (\$49,012- \$56,701 pa)
- four weeks annual leave and 15 days paid sick leave per year
- flexible working hours, with an average of 7 hour days and up to two days off each month plus family and community service leave
- a permanent role so your employment is secure and
- use of an employee assistance program, including a free counselling service.

How do I start my career as a Client Service Officer?

More information about Housing NSW, current positions vacant and how to apply (including how to apply online) is available on the careers page on the Housing NSW website

www.housing.nsw.gov.au.

People from culturally and linguistically diverse and Aboriginal and Torres Strait Islander backgrounds are encouraged to apply.