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| **Portfolio**  | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Homes NSW / Housing Services |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 2-4 |
| **Role Number** | TBC |
| **ANZSCO Code** | 411711 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 5 September 2023 | **Ref: HSERV 026** |
| **Agency Website** | www.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Homes NSW overview

The NSW Government is determined to make NSW a place where everyone has access to safe and secure housing, and where experiences of homelessness are rare, brief and non-recurring.

Homes NSW is a division of the Department of Communities and Justice. It brings together the housing and homelessness functions of the Department of Communities and Justice, the NSW Land and Housing Corporation, Aboriginal Housing Office and key worker housing functions from across government all under one roof.

Homes NSW leads work to deliver more social and affordable housing, end the cycle of homelessness, and deliver quality public housing to our 262,000 tenants across NSW.

As a single division, we are streamlining services to ensure we meet the needs of the people we support, with empathy, efficiency and effectiveness. We are elevating the voice of people with lived experience of social housing, housing services and homelessness.

We strive for excellence in service delivery and partner with all levels of government, sector and communities to address the housing crisis.

Most importantly, Homes NSW puts people at the heart – including our staff. Working for us means you are joining a division where your expertise and skills will be valued.

Primary purpose of the role

The Aboriginal Client Service Officer (CSO) provides advice and support to clients, advocates and other stakeholders, across a broad range of applicant, tenancy and property management services.

This role is committed to improving outcomes for the benefit of Aboriginal and Torres Strait Islander peoples.

Key accountabilities

* Work directly with clients and their advocates to provide advice and assistance on housing options based on assessment of eligibility and client need and in keeping with relevant legislation, policies and procedures.
* Work collaboratively and build networks with internal specialists and external service providers, including Indigenous or non-Indigenous services and make referrals where additional support requirements are identified to better meet client needs.
* Manage tenancies and support clients to maintain successful tenancies.
* Support tenancy and community participation initiatives to contribute to harmonious neighbourhoods and stronger communities.
* Manage client information to ensure confidentiality, accuracy and integrity.
* Monitor property condition and facilitate maintenance and minor modifications where necessary to meet client needs.
* Develop and maintain relationships with the Aboriginal community and key stakeholders to successfully deliver support services to the community

Key challenges

* Client service officers work extensively and directly with clients with complex support needs in their home and in the field
* Planning and prioritizing workloads to meet deadlines in a demanding work place.
* Managing conflicts and expectations of clients and their advocates in a human services environment.
* Client Service Officers often need to respond to and manage antisocial behaviour

Key relationships

### Internal relationships

| Who you’ll work with |  Why |
| --- | --- |
| Own team members and other client service teams | * Operational knowledge is important for this role
 |
| Delivery teams within DCJ | * To facilitate and ensure coordination of support to clients with complex support needs
 |

### External relationships

| Who you’ll work with |  Why |
| --- | --- |
| Community and tenancy groups | * Quality relationships are important to develop and sustain healthy tenancies and communities
 |
| Other service providers within the community | * Knowledge of the community and range of services available is important in facilitating client access where needed
 |

Role dimensions

## Decision making

The Aboriginal Client Service Officer needs to understand, interpret and apply standards, legislation, policy and guidelines in providing services to clients and in managing properties and tenancies.

The role acts autonomously in relation to providing advice, referral and provision of some housing assistance however line manager approval is needed for some products and for determination of out of guideline approvals.

## Reporting line

Reports to the Housing Manager or Team Leader

## Direct reports

Nil

## Budget/Expenditure

Refer to the DCJ Delegations.

Key knowledge and experience

Given DCJ’s work with Aboriginal families and communities, candidates will need to demonstrate cultural capability, which includes lived experience, community connection, relationships with Aboriginal organisations, walking in two worlds, and historical context and impact.

Essential requirements

As an Identified role, this role is open only to Aboriginal and/or Torres Strait Islander persons, Australia’s First Nations people.

Where a position is identified, an applicant’s race is a genuine occupational qualification and authorised by Section 14(d) of the *Anti-Discrimination Act 1977*.

There are two alternatives to confirming your Aboriginality, one of which must be uploaded to be considered for the role as follows. **Either will be accepted:**

Confirmation of Aboriginality form

or

Written confirmation from 2-3 Aboriginal organisations within the community in which you live/work, which addresses the three criteria listed below:

* is of Aboriginal and/or Torres Strait Islander descent, and
* identifies as an Aboriginal and/or Torres Strait Islander person, and
* is accepted as a such by the Aboriginal and/or Torres Strait Islander community.
* Current driver’s licence

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Behave in an honest, ethical and professional way
* Build understanding of ethical behaviour
* Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation
* Speak out against misconduct and illegal and inappropriate behaviour
* Report apparent conflicts of interest
 | Foundational  |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Be willing to develop and apply new skills
* Show commitment to completing assigned work activities
* Look for opportunities to learn and develop
* Reflect on feedback from colleagues and stakeholders
 | Foundational  |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Recognise the importance of customer service and understanding customer needs
* Help customers understand the services that are available
* Take responsibility for delivering services that meet customer requirements
* Keep customers informed of progress and seek feedback to ensure their needs are met
* Show respect, courtesy and fairness when interacting with customers
* Recognise that customer service involves both external and internal customers
 | Foundational  |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Work as a supportive and cooperative team member, sharing information and acknowledging others’ efforts
* Respond to others who need clarification or guidance on the job
* Step in to help others when workloads are high
* Keep the team and supervisor informed of work tasks
* Use appropriate approaches, including digital technologies, to share information and collaborate with others
 | Foundational  |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Ask questions to explore and understand issues and problems
* Find and check information needed to complete own work tasks
* Identify and inform supervisor of issues that may have an impact on completing tasks
* Escalate more complex issues and problems when these are identified
* Share ideas about ways to improve work tasks and solve problems
* Consider user needs when contributing to solutions and improvements
 | Foundational  |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Display familiarity and confidence when applying technology used in role
* Comply with records, communication and document control policies
* Comply with policies on the acceptable use of technology, including cyber security
 | Foundational  |

Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |