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| **Portfolio**  | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Homes NSW / Housing Services |
| **Location** | Parramatta (remote working possible)  |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBA |
| **ANZSCO Code** | 599515 |
| **PCAT Code** |  1119192 |
| **Date of Approval** | August 2022 | **Ref: HSERV 016** |
| **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.

# About the Team

The Housing Fraud Unit (HFU) is the central reporting point for all alleged cases of fraud and non-disclosure in relation to the provision of Housing assistance. The HFU coordinates with client service teams and DCJ legal for the appropriate investigation of those allegations. The role of HFU is to identify and investigate fraud pursuant to the Housing Act 2001 (NSW) and the Crimes Act 1900. Some matters will require management through to an outcome such as prosecution. The HFU also provides expert advice and training to DCJ Housing client service teams for the prevention, identification, investigation and management of Housing assistance fraud.

**Primary purpose of the role**

Manage end to end investigations of allegations of DCJ Housing assistance fraud.

# Key accountabilities

* Review allegations and undertake end to end investigations in accordance with DCJ Housing policies, provisions made in the Housing Act 2001 (NSW) and the Residential Tenancy Act 2010
* Access various restricted databases and liaise with third parties, government and non-government agencies and community partners to gather evidences into investigations
* Gather and evaluate complex evidence materials, and prepare high quality and evidence-based investigation reports with recommendations.
* Review, interpret and critically analyse the evidence gathered into the allegation in collaboration with DCJ legal to determine appropriate actions including referring cases to districts for administrative remedies or refer the cases for criminal prosecution
* Conduct electronically recorded formal interviews with clients and witnesses whilst complying with the rules of evidence to ensure that all requirements under the Evidence Act 1995 are met.
* Prepare criminal assessment reports, briefs of evidences, statement of a witness for criminal prosecutions
* Attend court hearings both directional and formal hearings and engage in cross-examination being a primary witness in court proceedings
* Identify and understand variances/facts by gathering, analysing, and interpreting quantitative and qualitative information; choosing the best course of action by establishing clear decision criteria, evaluating alternatives, and making timely decisions; taking action that is consistent with available facts and constraints whilst optimising outcomes.
* Provide expert and professional advice to client service teams and senior management both written and verbal in relation to complex concepts and interpretation of legislations and policies into fraud investigations
* Identify gaps in policies, processes and procedures to better management of fraud cases at the districts level and to enhance fraud detection and prosecution whilst minimising the risk for the Department
* Maintain accurate and transparent records of all investigation work undertaken on the case management system, ensuring relevance of the data.

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# Key challenges

* Interpret and apply statutory and legislatives requirements and DCJ Housing policies within a regulatory context to investigate allegations of fraud. This includes interpreting and analysing evidence to determine findings in relation to alleged fraud matters .
* Maintaining confidentiality, data accuracy and sensitivity to comply with external audit requirements.
* Ingenuity and persistence to obtain case information and evidence gathering that are not readily available with an eye for detail. Understanding the clear boundaries between tenancy management issues and fraud management issues
* Collaboration with other government and non-government agencies for data collection under the provisions that include data storage, security and protections, and integrity of data.
* Appropriately prosecuting fraud matters within a social housing context and determining which cases are to be referred to DCJ legal for criminal prosecution based on standards such as fairness, consistency and accountability.
* Adherence to relevant security standards, internal and external procedures and legislative requirements. This role often involves developing and maintaining close working relationships with relevant law enforcement agencies, ensuring that cases are developed and prosecuted to a criminal standard.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| HFU Manager  | * Report directly to Line manager
* Seek direction, advice and support
* Provide information and feedback
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| Team Members | * Provide information and advice
* Provide an effective and valuable two way liaison
* Enable mutual continued development
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| Managers across the Department of Communities and Justice | * Liaise to ensure the provision of timely and accurate professional advice when requested
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
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| DCJ legal  | * Liaise to ensure consistent engagement with service delivery for districts requesting legal advice
* Develop and maintain effective working relationships to pursue criminal prosecution
* Negotiate/agree on timeframes
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| Housing Statewide Services | * Develop and maintain effective working relationships
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|  | * Work with Housing Statewide Services for ongoing review of policies and procedures to identify fraud risks and address them.
* Provide continuous support in finalising DCJ Housing Forms and correspondence
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| Corporate Services | * Develop and maintain effective working relationships
* Assist in data matching audits with partnership agencies to detect fraud.
* Improve the effectiveness of the internal audit program by acting and implementing of audit recommendations.
* Negotiate/agree on timeframes.
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| **External** |  |
| Government and Non-government Organisations/Third Parties  | * Engage with service providers
* Initiate, establish and maintain strong relationships with a broad range of external stakeholders
* Consult and liaise with legal representatives who may be acting on behalf of clients who is subject of allegations
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# Role dimensions

## Decision making

The role works with minimal supervision and has a level of autonomy in setting own priorities, managing its workload and determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload

The role provides advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.

Ensure recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.

As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

Refer to the financial and/ or administrative delegations for this role.

## Reporting line

Manager, Housing Fraud Unit

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

* Tertiary qualifications or equivalent experience in the relevant area.
* Extensive knowledge about DCJ Housing policies, processes and procedures.
* Hold a Certificate IV in Government Investigations.
* Current, valid Driver’s licence and willingness to travel. Overnight stay may be required.

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 | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences
* Clearly explain complex concepts and arguments to individuals and groups
* Create opportunities for others to be heard, listen attentively and encourage them to express their views
* Share information across teams and units to enable informed decision making
* Write fluently in plain English and in a range of styles and formats
* Use contemporary communication channels to share information, engage and interact with diverse audiences
 | Adept |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services
* Design processes and policies based on the customer’s point of view and needs
* Understand and measure what is important to customers
* Use data and information to monitor and improve customer service delivery
* Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant customers within the community
 | Adept |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration
* Build cooperation and overcome barriers to information sharing and communication across teams and units
* Share lessons learned across teams and units
* Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
* Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
 | Adept |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
* Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
* Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
* Seek contributions and ideas from people with diverse backgrounds and experience
* Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
* Identify and share business process improvements to enhance effectiveness
 | Adept |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Perform basic research and analysis to inform and support the achievement of project deliverables
* Contribute to developing project documentation and resource estimates
* Contribute to reviews of progress, outcomes and future improvements
* Identify and escalate possible variances from project plans
 | Intermediate |

# 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 | Adept |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |