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| **Portfolio**  | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Homes NSW / Strategy & Policy/ Key Worker Housing |
| **Location** | Parramatta  |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | 50070139 |
| **ANZSCO Code** | 224711 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 23 April 2025 | **Ref: HS&P004** |
| **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

Coordinate and undertake analysis, research and evaluation initiatives and identify emerging issues to inform and improve government housing strategy and programs, including key worker housing and affordable housing, to help deliver the objectives of Homes NSW and NSW Government

# Key accountabilities

* Undertake and lead specialist analysis, research and evaluation projects, to assess the impact of policy proposals, delivery models and program and service design and delivery initiatives.
* Identify and analyse options and recommend solutions to support the development of projects and delivery models across Homes NSW; monitor, evaluate and analyse and provide advice to inform decision making,
* Design tools and implement processes to identify, analyse and facilitate centralised oversight of cross-government data and processes aligned with whole of government policy, strategy and operating models.
* Develop and implement strategies to monitor cross government activities usage and capture funding and operational performance data to ensure a well governed, well managed and sustainable housing programs that meet the housing needs of tenants and government
* Provide evidence-based advice and reports to the business unit leader manager, Director and Executive Director to inform current programs and future strategy.
* Research and prepare advice in the form of briefs, policy and discussion papers in response to Ministerial, Cabinet or Agency requests.
* Liaise and work across Homes NSW and cross-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.
* Work effectively with team members towards mutual continued development and provide feedback and advice on research and analysis undertaken.

# Key challenges

* Dealing with complex and sensitive political issues when managing projects to ensure effective stakeholder management and project implementation.
* Managing multiple inputs from key stakeholders, including clarification of matters and ensuring required actions are completed to agreed timelines in an environment of competing priorities.
* Identifying emerging issues and suggesting potential improvements to business processes and workflows in consultation with external and internal stakeholders in an environment of ongoing change.
* Establishing and maintaining collaborative working relationships with business partners given competing demands and expectations.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Line Manager | * Report directly to Line manager
* Seek direction, advice and support
* Provide information and feedback
 |
| Team Members | * Provide information and advice
* Provide an effective and valuable two way liaison
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| Other Homes Divisions | * Liaise to ensure the provision of timely and accurate advice when requested
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
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| NSW Government Agencies  | * Liaise to ensure consistent engagement with planning, strategy and service delivery
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
 |
| **External** |  |
| Non-government Organisations | * Engage with service providers and industry stakeholders
 |
| Community | * Engage with service providers and client groups
 |

# Role dimensions

## Decision making

The role:

* Carries a high level of autonomy in setting own priorities, and those of any staff/project staff supervised, in alignment with management.
* Maintains a degree of independence to develop a suitable approach in managing the workload, as well as that of supervised staff, and provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects.
* Determines own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own, and any staff supervised, workload.
* Ensures recommendations are based on sound evidence, but 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 the Registrar’s office, internal stakeholders across the Department as well as externally to Ministerial level.
* As necessary, consults with management 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 DCJ Delegations for specific financial and/or administrative delegations for this role.

## Reporting line

See divisional structure and supplementary material.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

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 and encourage others to do so
* Act professionally and support a culture of integrity
* Identify and explain ethical issues and set an example for others to follow
* Ensure that others are aware of and understand the legislation and policy framework within which they operate
* Act to prevent and report misconduct and illegal and inappropriate behaviour
 | Adept |
| Personal Attributes logo | **Value Diversity and Inclusion**Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | * Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders
* Demonstrate cultural sensitivity, and engage with and integrate the views of others
* Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences
* Recognise and adapt to individual abilities, differences and working styles
* Support initiatives that create a safe and equitable workplace and culture in which differences are valued
* Recognise and manage bias in interactions and decision making
 | 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 | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
* Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
* Take account of the wider business context when considering options to resolve issues
* Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
* Implement systems and processes that are underpinned by high- quality research and analysis
* Look for opportunities to design innovative solutions to meet user needs and service demands
* Evaluate the performance and effectiveness of services, policies and programs against clear criteria
 | Advanced |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate
* Monitor compliance with cyber security and the use of technology policies
* Identify ways to maximise the value of available technology to achieve business strategies and outcomes
* Monitor compliance with the organisation’s records, information and knowledge management requirements
 | Adept |

# 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 | Adept |
| Relationships logo  |  |  |  |
|  |  |  |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |

|  |  |  |  |
| --- | --- | --- | --- |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
|  | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| Project Management | Understand and apply effective project planning, coordination and control methods | Adept |