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| **Portfolio** | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Homes NSW / Aboriginal Housing Office / Housing & Property |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBC |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | September 2021 | **Ref: AHO 040** |
| **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.***

# Aboriginal Housing Office overview

The Aboriginal Housing Office (AHO) is a statutory body established under the Aboriginal Housing Act 1998 (NSW) to ensure Aboriginal and Torres Strait Islander people have access to affordable, quality housing.

The AHO is governed by an all-Aboriginal Board, which provides advice to the Minister for Water and Minister for Housing in NSW. In addition, the AHO manages and coordinates an annual capital works program, along with developing and implementing financial and resourcing strategies.

Underpinning all planning is a strong commitment to the principles of self-determination and self-management, articulated through inclusive, fully consultative planning. At the same time, the AHO actively promotes employment opportunities for Aboriginal people, both within the AHO and through opportunities for tradespeople and trainees with contracted Aboriginal and non-Aboriginal building companies.

Underpinned by an all-Aboriginal Board providing advice to the Minister, the AHO provides housing assistance for Aboriginal and Torres Strait Islander people and an increased range of housing choices, especially for those members of the community most in need. The AHO plans, administers, and expands the policies, program and asset base for Aboriginal housing in NSW.

# Primary purpose of the role

To provide tailored, trauma informed support for vulnerable Aboriginal people within established program parameters, while being responsive to individual and community needs. The role works directly with clients with complex needs, local service providers and community networks to ensure a holistic response is provided. The role maintains a focus on client needs and operates within in an environment of program growth and development.

# Key accountabilities

* Work within a team responsible for delivering tailored support to vulnerable Aboriginal individuals and families in targeted locations, under the direction of the Place Manager, within a trauma informed framework.
* Effectively establish trust and work with vulnerable clients to identify and respond flexibly to individual and family needs within defined program guidelines and in partnership with other service providers.
* Continually review individual practice to ensure compliance with program guidelines and identify opportunities for development.
* Work with other team members to identify and respond to local risks and opportunities impacting on the program and/or region.
* Work within an environment of and support continuous improvement.
* Participate in SOW governance and training as required to build and maintain skills and capabilities.
* Build effective stakeholder relationships across services providers and the AHO, and engage in localised networking opportunities to promote SOW.

# Key challenges

* Using discretion and good judgement to deal with complex and sensitive issues whilst working effectively with SOW and AHO staff, clients, families and key stakeholders, and using strong negotiation skills with a commitment to building genuine relationships across services providers and the AHO.
* Maintaining an understanding of regional issues that may impact on the program outcomes.
* Working within program guidelines while responding to the varied community and client needs, and balancing competing priorities to meet client and program needs.

# Key relationships

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Manager | * Seek direction, advice and support.
* Provide information and feedback.
 |
| Team members | * Provide information and advice.
* Provide an effective and valuable two way liaison.
 |
| Colleagues | * Liaise to ensure the provision of timely and accurate advice when requested.
* Develop and maintain effective working relationships.
* Negotiate/agree on timeframes.
 |
| **External** |  |
| Aboriginal community, other community groups | * Engage effectively with client groups
* Provide responsive, accurate and timely information and issue resolution
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| Service providers | * Engage effectively with service providers.
* Build effective stakeholder relationships.
 |

# Role dimensions

## Decision making

This role:

* Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
* Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of frameworks as well as team planning and projects.
* Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
* Ensures 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 advice to both internal and external stakeholders.
* As necessary, consults with manager 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 Department Delegations for specific financial and/or administrative delegations for this role.

## Reporting line

## The role reports to the Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Sensitivity to and understanding of Aboriginal Culture and an excellent understanding of Aboriginal community governance and structures.

# Essential requirements

* This is an identified role under Section 14d of the Anti-Discrimination Act 1977 and as such Aboriginality is an essential requirement of the role. Aboriginal identified positions are developed where Aboriginal identity, cultural knowledge or connections are a genuine aspect of the role. Positions are specifically noted under the provisions of the NSW Anti-discrimination Act (1977) for Aboriginal people who meet the following criteria:
	+ is of Aboriginal and/or Torres Strait Islander descent, and
	+ identifies as an Aboriginal and/or Torres Strait Islander person, and
	+ is accepted as such by the Aboriginal and/or Torres Strait Islander community.
* A current Working with Children Check (WWCC) is an essential requirement for this role. The role has been identified as requiring this check in line with the Child Protection (Working With Children) Act 2012.
* This role requires some travel within NSW and a 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 | * 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 |

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| --- | --- | --- | --- |
| 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 | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs
* Ensure that the financial implications of changed priorities are explicit and budgeted for
 | Adept |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity
* Research and analyse information to make recommendations based on relevant evidence
* Identify issues that may hinder the completion of tasks and find appropriate solutions
* Be willing to seek input from others and share own ideas to achieve best outcomes
* Generate ideas and identify ways to improve systems and processes to meet user needs
 | Intermediate |
| Business Enablers logo | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
* Conduct delegated purchasing activities in line with procedures
* Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements
 | Intermediate |
| 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 | Intermediate |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results logo |  |  |  |
| 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 | Foundational |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Foundational |