|  |  |
| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | [Child Protection and Permanency, District and Youth Justice Services (Northern)](https://intranet.dcj.nsw.gov.au/__data/assets/pdf_file/0011/468668/Housing-Disability-and-District-Services-Southern.pdf) /Hunter District |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBC |
| **ANZSCO Code** | 411711 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 07 August 2014 | **Ref: HUNT016** |
| **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.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

The Housing Manager contributes to the overall development and management of housing operations across access and tenancy management, in areas with a high public housing concentration and social disadvantage.

Key accountabilities

* Monitor service standards and develop and implement flexible and innovative service and management
* strategies that link into the local service system to support sustainable and successful tenancies, and/or other housing options such as private or community based housing.
* Manage local tenancy management activities in relation to rent and water account arrears, vacancy management and breaches of the Residential Tenancies Act.
* Manage assessment and access functions in relation to finding housing solutions for people in need.
* Oversight delivery of housing services to ensure compliance with legislation and policy requirements and to support performance reporting.
* Assist the Team Leader and Senior Client Service Officers with complex service issues and policy interpretation.
* Develop and maintain networks with tenants, community providers and local agencies to build local community based projects and initiatives which will support successful tenancies and communities.
* Supports the Team Leader in direct supervision, team rosters, team development, business and resource planning and individual performance reporting.
* Develop local reporting and stakeholder feedback systems to drive performance improvement for the district/ team.

Key challenges

* Championing process and systems changes at a local level in response to corporate, District and local requirements in a dynamic environment of ongoing change and competing priorities.
* Managing staff in a high pressure working environment where resources are always stretched to meet client demands.
* Housing Managers often need to respond to and manage antisocial behaviour

Key relationships

### Internal relationships

| Who you’ll work with |  Why |
| --- | --- |
| Client Service Officers | * Tap into local knowledge and utilise existing systems and processes to share information and make sure teams are well informed and able to respond to client and local community issues
 |
| Senior Client Service Officers and SpecialistsTeam LeadersOther DCJ service providers (AHO, LAHC, ADHC, CS) | * Work collaboratively across access and tenancy activities and other business streams within DCJ to identify opportunities for new service initiatives and improvements
 |

### External relationships

| Who you’ll work with |  Why |
| --- | --- |
| Community organisations | * Harness resources and support for an integrated service approach which supports successful tenancies
 |
| Other related Public Sector Agencies | * To enhance service strategies and improve options and services provided to clients
 |

# Role dimensions

## Decision making

The Housing Manager:

* Exercises a range of administrative, HR and financial delegations in relation to staffing, operating expenditure and use of departmental resources in supporting the Team Leader.
* Makes decisions relating to client eligibility for assistance including rental subsidies, property maintenance and asset usage.

## Reporting line

Reports to the Team Leader

## Direct reports

Up to 9

## Budget/Expenditure

Refer to the DCJ Delegations.

# Essential requirements

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
* 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 |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Adapt existing skills to new situations
* Show commitment to achieving work goals
* Show awareness of own strengths and areas for growth, and develop and apply new skills
* Seek feedback from colleagues and stakeholders
* Stay motivated when tasks become difficult
 | Intermediate |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience
* Support a customer-focused culture in the organisation
* Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Cooperate across work areas to improve outcomes for customers
 | Intermediate |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Build a supportive and cooperative team environment
* Share information and learning across teams
* Acknowledge outcomes that were achieved by effective collaboration
* Engage other teams and units to share information and jointly solve issues and problems
* Support others in challenging situations
* Use collaboration tools, including digital technologies, to work with others
 | Intermediate |
| 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 | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
* Use available technology to improve individual performance and effectiveness
* Make effective use of records, information and knowledge management functions and systems
* Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
 | Intermediate |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
* Look for ways to develop team capability and recognise and develop individual potential
* Be constructive and build on strengths by giving timely and actionable feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolving issues
* Effectively support and manage team members who are working flexibly and in various locations
* Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected
* Consider feedback on own management style and reflect on potential areas to improve
 | Intermediate |
| People Management logo | **Optimise Business Outcomes**Manage people and resources effectively to achieve public value | * Develop team and unit plans that consider team capabilities and strengths
* Plan and monitor resource allocation effectively to achieve team and unit objectives
* When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences
* Ensure that team members work with a good understanding of business principles as they apply to the public sector context
* Participate in wider organisational workforce planning to ensure that capable resources are available
 | 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 |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| 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 |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |