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| **Cluster** | Homes NSW |
| **Agency** | Department of Communities & Justice |
| **Division/Branch/Unit** | Policy & Evidence/Aboriginal Housing Office |
| **Role number** | TBC |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | August 2023 |
| **Agency Website** | www.aho.nsw.gov.au |

Agency overview

The Aboriginal Housing Office (AHO) is part of the Department of Communities & Justice, Homes NSW Division. 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.

The AHO is a statutory authority, established under the Aboriginal Housing Act 1998 (NSW) and plans, administers and expands the policies, program and asset base for Aboriginal housing in NSW. This includes resource allocation, sector-wide policy, strategic planning, and monitoring outcomes and performance in the Aboriginal community housing sector. In order to achieve this AHO receives funding from both the NSW and the Australian Governments.

The AHO manages and coordinates a substantial annual capital works program, and the development and implementation of a range of financial and resourcing strategies throughout the state.

The AHO works in partnership with Aboriginal Community Housing Providers (ACHP) and Aboriginal communities in delivering housing program and developing housing policy and standards. AHO has also strived to build the skills of Aboriginal people in the sector to improve the management of both their properties and their organisations for a better tomorrow for everyone.

Its functions are guided by the principles of self-determination and self-management for Aboriginal people. In addition, the AHO has an important role in facilitating and improving employment and training opportunities for Aboriginal people within the Aboriginal community housing sector.

Working with the Aboriginal AHO Board, 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.

Primary purpose of the role

Manage, design and implement a range of projects, in line with the directorate’s responsibilities, which improve AHO service delivery and operations and contribute to better outcomes for individuals, families, groups and communities.

Key accountabilities

* Design, implement and coordinate comprehensive projects that deliver effective business unit outcomes and meet client service delivery needs by using project management methodologies and processes to ensure consistent high-quality outcomes.
* Manage, plan and implement projects, including developing and monitoring project plans, coordinating resources, and monitoring budgets to ensure successful project milestones are met.
* Deliver on multifaceted projects and processes within agreed upon deadlines and quality standards.
* Prepare a range of project-related documents for key stakeholders as required, including status updates, reports, budgets and discussion papers to manage the flow of information.
* Provide proactive and evidence-based advice and reports to the business unit leader, Director and/or the Chief Executive to ensure matters that impact business unit current business and future decision-making are considered.
* Liaise and work across AHO and DPE Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.
* Provide advice and support to project team members on undertaking tasks and implementing project plans as required to support and facilitate effective project management and implementation.
* Seek out and actively manage key internal and external stakeholder relationships based on open and regular discussions and feedback, to ensure effective interface between program development, planning, service design and policy implementation.

Key challenges

* Providing expert advice within tight deadlines in an environment characterised by conflicting priorities and multiple stakeholders.
* Maintaining oversight of project progress and ensuring issues/risks are brought to the attention of the business unit manager and stakeholders.

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. |
| AHO Colleagues | * Liaise to ensure the provision of timely and accurate advice when requested * Develop and maintain effective working relationships. |
| DPE 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 Housing Providers | * Engage with service providers. |
| Aboriginal Community Leaders | * Engage with client groups. |
| Non-government organisations | * Engage with service providers and client groups. |
| Aboriginal Clients | * Provide responsive, accurate and timely information/issue resolution. |

# Role dimensions

## Decision making

* 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 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 DPE 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**

* 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** |
|  | **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 |
|  | **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 |
| **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 |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply the expertise of key individuals to achieve organisational outcomes  Drive a culture of achievement and acknowledge input from others  Determine how outcomes will be measured and guide others on evaluation methods  Investigate and create opportunities to enhance the achievement of organisational objectives  Make sure others understand that on-time and on-budget results are required and how overall success is defined  Control business unit output to ensure government outcomes are achieved within budgets  Progress organisational priorities and ensure that resources are acquired and used effectively | Advanced |
| **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 |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | Understand all components of the project management process, including the need to consider change management to realise business benefits  Prepare clear project proposals and accurate estimates of required costs and resources  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Identify and evaluate risks associated with the project and develop mitigation strategies  Identify and consult stakeholders to inform the project strategy  Communicate the project’s objectives and its expected benefits  Monitor the completion of project milestones against goals and take necessary action  Evaluate progress and identify improvements to inform future projects | 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 are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
|  | 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 |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
|  | 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 | 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 |
|  | 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 |