

# ROLE DESCRIPTION

## Tenant Participation and Community Engagement Advisor

<b>Portfolio</b>	Communities and Justice	
<b>Department</b>	Department of Communities and Justice	
<b>Division/Branch/Unit</b>	Homes NSW / Housing Portfolio/ Partnerships and Communications	
<b>Location</b>	Parramatta	
<b>Classification/Grade/Band</b>	Clerk Grade 7/8	
<b>Role Number</b>	TBC	
<b>ANZSCO Code</b>	272613	
<b>PCAT Code</b>	1119192	
<b>Date of Approval</b>	27 November 2024	<b>Ref: HPORT 125</b>
<b>Agency Website</b>	<a href="http://www.dcj.nsw.gov.au">www.dcj.nsw.gov.au</a>	

***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

The Tenant Participation and Community Engagement Advisor develops, implements, and evaluates community participation and engagement initiatives to achieve project outcomes and support the achievement of organisational objectives.

## **Key accountabilities**

- Support the delivery of tenant participation and community engagement planning, development and implementation for a range of projects, including engagement design, stakeholder mapping, preliminary and statutory notification, coordinating resources, meeting reporting requirements, and supporting relevant project-related activities, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope in line with established agency project management methodology.
- Carry out tenant participation and community engagement activities relating to a range of projects, to identify and address issues and achieve project and community outcomes.
- Support and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met.
- Provide support and advice to project teams to ensure compliance with governance and quality requirements, and successful delivery of key project/s milestones and outcomes.
- Provide accurate progress reporting for tenant participation and community engagement strategies, agreements and initiatives to build and enhance performance and deliver improved outcomes.
- Maintain strong working relationships with tenants, the community sector and other key internal and external stakeholders through effective communication, negotiation and issues management to foster collaboration, leverage expertise, maximise opportunities and achieve project outcomes.
- Advise on current issues and priorities, advise on solutions to complex problems and issues to mitigate risks and support continuous improvement across all partnership activities.
- Assist with preparations of submissions, reports and correspondence for briefings and presentations, to ensure the provision of timely, professional communications and to support informed decision making, analysis and reporting.
- Contribute to specialised projects and undertake research to identify new and prospective partners and initiatives across both the government and non-government sectors which maximise opportunities for shared value.

## **Key challenges**

- Prioritisation of competing internal and external work demands to achieve consistent service/program delivery objectives, given stakeholder expectations, volume, resource constraints, and the diverse range of issues to be resolved within the defined timeframes.
- Ensuring tenant voice can influence improved service delivery and enhanced community outcomes.
- Operating in a dynamic legislative, policy, and political environment. Ensuring business practices are in line with current legislative, policy and professional standards and those procedures reflect best practice for tenants, internal clients and project delivery leads.
- Delivering against internal customers' requirements and partnering with key stakeholders to deliver on expert advice and professional services given the high complexity of some service requests.
- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected.
- Managing consultations and negotiations with tenants and diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"> <li>• Receive guidance and provide regular updates on key projects, issues and priorities.</li> <li>• Provide advice and contribute to decision making.</li> <li>• Identify emerging issues/risks and their implications and propose solutions.</li> <li>• Ensure they are fully informed of contentious issues; maintains an effective flow of information.</li> <li>• Provide advice and recommendations to influence organisational decisions and initiatives and resolution of partnerships issues.</li> <li>• Report on outcomes against strategic plans and goals, budgets and performance measures.</li> <li>• Identify, escalate and consult on new or emerging issues.</li> <li>• Seek approval for new polices, protocols, strategies, practices, solutions, options, engagement resources and responses</li> </ul>
Partnerships and Communications Team	<ul style="list-style-type: none"> <li>• Inspire, motivate, GUIDE team, provide leadership and clear direction.</li> <li>• Provide information and advice about organisational objectives, policies and procedures.</li> <li>• Set and manage performance and development requirements and build staff performance.</li> <li>• Share information and seek ideas to improve program outcomes</li> </ul>
Broader Homes NSW staff, including Housing Managers, Portfolio services staff, Development Managers, Planners, Communications and Media Managers	<ul style="list-style-type: none"> <li>• To consult, collaborate and manage community engagement situations.</li> <li>• To provide community engagement advice, solutions, options, recommendations, evaluations and analysis/commentary in relation to program and project-specific community engagement activities</li> </ul>
<b>External</b>	
Social Housing Tenant Groups, Community members, Government and NGO Service Providers Community housing sector, local government and other Government departments	<ul style="list-style-type: none"> <li>• Provide advice and support on community engagement strategies.</li> <li>• Respond to community complaints and enquiries.</li> <li>• Liaise to maintain currency of issues, share ideas and learning, and benchmark information.</li> <li>• Collaborate on common responses to emerging issues.</li> <li>• Participate in and represent the agency in relevant committees/ working parties etc.</li> </ul>

## Who

## Why

- Establish professional networks and relationships across the cluster and NSW government Departments/agencies and with similar Departments/agencies across other jurisdictions.

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## Role dimensions

### Decision making

Expected to operate with autonomy and as part of a team within the context of agreed work assignments and is accountable for the quality, integrity and accuracy of advice provided.

Decisions which are made by the role holder include:

- Setting work priorities within agreed parameters and approved work and project plans, organising and managing own workload.
- Deciding the scope, content and format of activities and initiatives, liaising with the Manager/Director when necessary.

Decisions referred to a supervisor include:

- Any requiring or resulting in significant changes to initiative outcomes or timeframes; those with the potential to escalate or create precedent; matters requiring a higher administrative or financial delegation or submission to a higher level of management.

### Reporting line

The role reports to the Manager

### Direct reports

Nil

### Budget/Expenditure

Nil

## Key knowledge and experience

Experience in partnering/business development either in a private or public sector organisation.

## 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

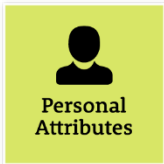
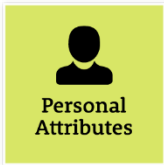
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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**.



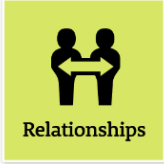
### Focus capabilities.

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.


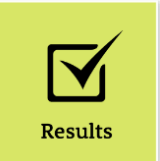
The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices.</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths.</li> <li>• Show commitment to achieving challenging goals.</li> <li>• Examine and reflect on own performance.</li> <li>• Seek and respond positively to constructive feedback and guidance.</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so.</li> <li>• Act professionally and support a culture of integrity.</li> <li>• Identify and explain ethical issues and set an example for others to follow.</li> <li>• Ensure that others are aware of and understand the legislation</li> </ul>	Adept



## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>and policy framework within which they operate.</p> <ul style="list-style-type: none"> <li>Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	
	<p><b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views.</li> <li>Share information across teams and units to enable informed decision making.</li> <li>Write fluently in plain English and in a range of styles and formats.</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
	<p><b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience.</li> <li>Support a customer-focused culture in the organisation.</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers.</li> <li>Identify and respond quickly to customer needs.</li> <li>Consider customer service requirements and develop solutions to meet needs.</li> <li>Resolve complex customer issues and needs.</li> <li>Cooperate across work areas to improve outcomes for customers</li> </ul>	Intermediate
	<p><b>Work Collaboratively</b> Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>Encourage a culture that recognises the value of collaboration.</li> <li>Build cooperation and overcome barriers to information sharing and communication across teams and units.</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>• Share lessons learned across teams and units.</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work.</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	
 <p>Relationships</p>	<p><b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> <li>• Use facts, knowledge and experience to support recommendations.</li> <li>• Work towards positive and mutually satisfactory outcomes.</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders.</li> <li>• Identify others' concerns and expectations.</li> <li>• Respond constructively to conflict and disagreements and be open to compromise.</li> <li>• Keep discussions focused on the key issues</li> </ul>	Intermediate
 <p>Results</p>	<p><b>Plan and Prioritise</b> Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> <li>• Understand the team and unit objectives and align operational activities accordingly.</li> <li>• Initiate and develop team goals and plans, and use feedback to inform future planning.</li> <li>• Respond proactively to changing circumstances and adjust plans and schedules when necessary.</li> <li>• Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals.</li> <li>• Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>• Research and analyse information to make recommendations based on relevant evidence.</li> <li>• Identify issues that may hinder the completion of tasks and find appropriate solutions.</li> <li>• Be willing to seek input from others and share own ideas to achieve best outcomes.</li> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	Intermediate
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Understand project goals, steps to be undertaken and expected outcomes.</li> <li>• Plan and deliver tasks in line with agreed project milestones and timeframes.</li> <li>• Check progress against agreed milestones and timeframes, and seek help to overcome barriers.</li> <li>• Participate in planning and provide feedback on progress and potential improvements to project processes</li> </ul>	Foundational




### 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	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
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	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
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational