

# Role Description

## Engagement Officer



<b>Cluster</b>	Communities & Justice
<b>Department/Agency</b>	Department Communities & Justice / Homes NSW
<b>Division/Branch/Unit</b>	Housing Portfolio / Portfolio Management (Assets)
<b>Classification/Grade/Band</b>	Administration & Clerical Grade 7/8
<b>ANZSCO Code</b>	249111
<b>PCAT Code</b>	1119192
<b>Date of Approval</b>	01 November 2023
<b>Agency Website</b>	<a href="http://www.nsw.gov.au/departments-and-agencies/homes-nsw">www.nsw.gov.au/departments-and-agencies/homes-nsw</a>

### Agency 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 purpose of this role is to deliver local communication and engagement as it relates to the division's strategic direction, and effectively manage relevant stakeholder relationships.

### Key accountabilities

- Develop and implement community engagement plans in line with LAHC requirements to ensure stakeholders are consulted at the appropriate level and time, are provided with up-to-date information, and have a clear understanding of LAHC project objectives and benefits.
- Work closely with the broader Portfolio Management (Assets) Engagement teams to ensure a coordinated and consistent approach to government and senior stakeholder relationships, media, issues management and marketing.
- Support the Identifications of risks and opportunities associated with community engagement aspects for LAHC and develop and implement appropriate strategies and controls to minimise risk.



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- Build and sustain solid relationships with a vast network of key internal and external stakeholders, working towards mutually beneficial outcomes in order to facilitate and foster their involvement in the development of project activities.
- Preparation, production, and release of public information, including newsletters, maintenance updates, corporate brochures, presentation materials, and articles, website, community and stakeholder correspondence and relevant briefing materials. Liaise with other division functional areas and external agencies as required.
- Monitoring and evaluating communication activities undertaken by contractors to ensure compliance with LAHC objectives and with the strategic communications program for LAHC.

### Key challenges

- Ensuring that tenant outcomes are at the centre of local community engagement.
- Establishing an effective communications platform in line with stakeholder and organisational requirements that is flexible, responsive to change as issues arise and can be targeted/matched to the level, nature, and type of audience for each type of communication.
- Keeping up to date with engagement progress and maintaining awareness of community issues and concerns to develop proactive communications and thereby reduce the likelihood of issues arising.

### Key relationships

#### Internal

Who	Why
Manager	<ul style="list-style-type: none"> <li>• For day-to-day advice and guidance to seek advice regarding difficult enquiries and complex issues.</li> </ul>
Work team	<ul style="list-style-type: none"> <li>• Communicate routine, day to day issues, seek information, give information, for advice and guidance on process and procedures, relay messages, request file retrievals, call referrals.</li> </ul>

#### External

Who	Why
Tenants, Local MPs, other public sector agencies/ departments, Private Sector	<ul style="list-style-type: none"> <li>• Provide information and obtain information.</li> </ul>

### Role dimensions

#### Decision making

As per the delegation level of the role.

#### Reporting line

Line Manager.

#### Direct reports

Nil.



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### Budget/Expenditure

Nil.

### Key knowledge and experience

- Nil.

### Essential requirements

- Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.
- Current driver's licence

### 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.

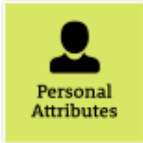
The capabilities are separated into focus capabilities and complementary capabilities

### 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.

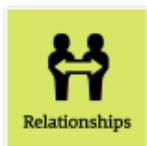
### Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>• Be flexible, show initiative and respond quickly when situations change</li><li>• Give frank and honest feedback and advice</li><li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li><li>• Raise and work through challenging issues and seek alternatives</li><li>• Remain composed and calm under pressure and in challenging situations</li></ul>	Adept



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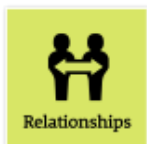


### Communicate Effectively

Communicate clearly, actively listen to others, and respond with understanding and respect

- Tailor communication to diverse audiences
- Clearly explain complex concepts and arguments to individuals and groups
- Create opportunities for others to be heard, listen attentively and encourage them to express their views
- Share information across teams and units to enable informed decision making
- Write fluently in plain English and in a range of styles and formats
- Use contemporary communication channels to share information, engage and interact with diverse audiences

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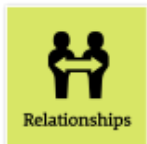


### Work Collaboratively

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

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### Commit to Customer Service

Provide customer-focused services in line with public sector and organisational objectives

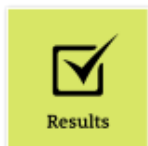
- Take responsibility for delivering high-quality customer-focused services
- Design processes and policies based on the customer's point of view and needs
- Understand and measure what is important to customers
- Use data and information to monitor and improve customer service delivery
- Find opportunities 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

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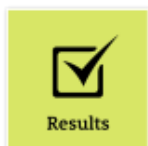


### Deliver Results

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

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### 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

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### 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

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## 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.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate



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	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	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	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate

