

ROLE DESCRIPTION

Policy Officer

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Housing Strategy & Policy	
Location	Various	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	TBC	
OSCA Code	223332	
PCAT Code	1119192	
Date of Approval	21 April 2026	Ref: HS&P014
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.

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

Contribute to the delivery of policy, strategy and reform initiatives by supporting project coordination, analysis and stakeholder engagement, and preparing advice and outputs to inform decision-making in line with Homes NSW priorities.

Key accountabilities

- Contribute to the delivery of policy, strategy and reform initiatives, consistent with organisational priorities.

- Support project planning and coordination activities, including tracking actions, timelines and deliverables.
- Prepare evidence-based advice, briefs and outputs for review by senior staff.
- Collate, analyse and synthesise information to support policy and project outcomes.
- Support stakeholder engagement, including coordinating input and maintaining working relationships.
- Work collaboratively across Housing Strategy and Policy and Homes NSW to support delivery of outcomes.

Key challenges

- Contributing to policy and project work within a complex and sensitive operating environment.
- Supporting collaboration across business units to ensure alignment with organisational priorities.
- Managing competing priorities and stakeholder inputs within defined parameters.
- Synthesising information and analysis to support the preparation of advice.

Key relationships

Who	Why
Internal	
Direct Manager	• Receive direction, report on progress and discuss priorities. • Provide advice and information within scope. • Escalate issues and propose options informed by evidence.
Internal stakeholders	• Work collaboratively within Housing Strategy and Policy and across Homes NSW branches • Maintain open and productive relationships that maximise information sharing and alignment with strategic priorities • Continually increase knowledge of related service delivery areas to improve project objectives and outcomes
External	
Other agencies	• Support maintenance of collaborative relationships with relevant state and federal government agencies. • Contribute to knowledge sharing and strategic engagement with NSW central agencies including Treasury and the Cabinet Office.
Sector delivery partners	• Support maintenance of collaborative relationships with relevant sector delivery partners including peaks, funded providers and related organisations
External stakeholders	• Support maintenance of open and productive relationships that maximise information sharing and alignment with strategic priorities

Role dimensions

Decision making

The role is responsible for managing assigned work and priorities within agreed parameters and project plans.

The role exercises judgement in how work is undertaken and provides input into approaches to stakeholder engagement and project delivery. The role consults with managers on complex issues and escalates risks as required.

Reporting line

The role reports to a Senior Policy Officer or Manager , depending on team structure.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience in research, analysis and contributing to policy development and/or project work.
- Demonstrated experience in supporting delivery of policy, reform or project initiatives within a government or comparable environment.
- Demonstrated ability to prepare advice and outputs within a policy or project context.
- Demonstrated understanding of, or experience within, the housing, homelessness or related human services sector, or a comparable policy environment.
- Knowledge of legislation and government processes relevant to Homes NSW or similar public sector environments.

Essential requirements

Relevant tertiary qualifications or equivalent experience.

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 behaviors expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal attributes	Display Resilience and Courage Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges • Remain calm and focused in challenging situations	Intermediate
 Personal attributes	Value Diversity and Inclusion Be inclusive and respect diverse backgrounds, experiences and perspectives.	• Respond with curiosity and respect individual differences and diverse cultures, backgrounds, experiences, perspectives, values and beliefs • Seek participation from others who may have different backgrounds, lived experience, perspectives and needs • Be open to feedback about bias in language or behaviour • Adapt to the needs of diverse environments and address challenging situations • Build awareness of personal biases and proactively address these	Intermediate
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect.	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow Clearly communicate routine technical information	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and collaborative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by working together effectively • Share information with others to solve problems together • Support others in difficult situations • Use collaboration tools, including digital technology, to work effectively with others	Intermediate
 Results	Deliver Results Achieve results by using resources efficiently and committing to quality outcomes.	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and business unit's goals and set work tasks that contribute to meeting them • Set and develop team goals and plans, and use feedback to inform planning • Respond proactively to changing circumstances and adjust your plans when necessary • Consider how immediate and longer-term organisational issues might affect the achievement of your team and business unit goals • Adapt and respond proactively when priorities and work environments change	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Think and Solve Problems	- Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality - Research and analyse information to make recommendations based on relevant evidence - Identify and find appropriate solutions for issues that may stop people from completing their tasks - Be willing to seek others' input and share your ideas to achieve best outcomes - Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate
	Think, analyse and consider the broader context to develop practical solutions		
 Business enablers	Project Management	- Research and analyse data at a basic level to inform and support the achievement of project deliverables - Contribute to developing project documents and resource estimates - Contribute to reviews of progress, outcomes and future improvements - Identify when projects differ from their plans and tell your supervisor	Intermediate
	Understand and use effective ways to plan, coordinate and control projects		

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify 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
 Personal attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate



Business
enablers

Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Technology	Understand and use available technology to maximise efficiencies and effectiveness	Intermediate
Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational