

ROLE DESCRIPTION

Communications Officer (Identified)

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Aboriginal Housing Office	
Location	Parramatta, NSW	
Classification/Grade/Band	Clerk Grade 3/4	
Role Number	TBC	
ANZSCO Code	225311	
PCAT Code	1111492	
Date of Approval	March 2024	Ref: AHO 002
Agency Website	www.aho.nsw.gov.au	

Aboriginal Housing Office overview

The Aboriginal Housing Office (AHO) is a statutory body established under the Aboriginal Housing Act 1998 (NSW) to ensure Aboriginal and Torres Strait Islander people have access to affordable, quality housing.

The AHO is governed by an all-Aboriginal Board, which provides advice to the Minister for Water and Minister for Housing in NSW. In addition, the AHO manages and coordinates an annual capital works program, along with developing and implementing financial and resourcing strategies.

Underpinning all planning is a strong commitment to the principles of self-determination and self-management, articulated through inclusive, fully consultative planning. At the same time, the AHO actively promotes employment opportunities for Aboriginal people, both within the AHO and through opportunities for tradespeople and trainees with contracted Aboriginal and non-Aboriginal building companies.

Underpinned by an all-Aboriginal Board providing advice to the Minister, 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. The AHO plans, administers, and expands the policies, program and asset base for Aboriginal housing in NSW.

Primary purpose of the role

The Communications Officer (Identified role) will support communications activities that align with AHO's strategy. This includes the coordination of supporting processes and plans for external and internal communications across the AHO.

Key accountabilities

- Contribute to the development of communications processes.
- Help coordinate reporting dashboards to assist in identifying opportunities for ongoing improvement.
- Support updates to the AHO website.

- Coordinate team procedures, including communications requests.
- Develop and maintain communications including newsletters, intranet updates, website updates.
- Coordinate processing of invoices relating to communications activities.
- Support updates for internal communications activities such as the intranet.
- Support the creation of regular data reports to help the communications team.
- Support community engagement and staff events.
- Help the AHO communications team maintain up-to-date planning calendars.
- Coordinate processes, webinars, website updates, managing and tracking messaging for key announcements.
- Coordinate the production of communication materials and publications, including scoping requirements with stakeholders, developing content (written materials, images, video and audio), coordinating approvals and disseminating the final product.
- Coordinate updates to communications and content schedules.
- Work closely with project teams to support communications activities.
- Draft media and communication content.

Key challenges

- Coordinating multiple projects and communications initiatives
- Helping communications to be delivered on time
- Understanding the needs and perspectives of stakeholders to create communications which are accessible, creative and in line with requirements.
- Maintaining knowledge of AHO programs, policies and developments.

Key relationships

Who	Why
Internal	
Team Members	<ul style="list-style-type: none"> • Provide information and advice. • Provide an effective and valuable two-way liaison.
AHO Colleagues	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested. • Develop and maintain effective working relationships. • Meet timeframes.
DCJ Colleagues	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested. • Develop and maintain effective working relationships. • Meet timeframes.
External	
Aboriginal Community Housing Providers	<ul style="list-style-type: none"> • Engage and communicate with service providers

Who	Why
Aboriginal Community Leaders	<ul style="list-style-type: none"> Engage and communicate with client groups
Non-government organisations	<ul style="list-style-type: none"> Engage and communicate with service providers and client groups
Aboriginal Clients	<ul style="list-style-type: none"> Respond to requests for assistance in a timely and professional manner.
General public	<ul style="list-style-type: none"> Liaise with members of the public at AHO events

Role dimensions

Decision making

The role:

- Works under supervision to set priorities and approach to workload and outputs as allocated by management.
- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures a course of action is suitable, referring where required to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the DCJ Delegations for specific financial and/or administrative delegations for this role.

Reporting line

The role reports to the Communications Manager

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated understanding of Aboriginal cultural beliefs and attitudes and of the socio-economic position of Aboriginal people within Australian society, and of their impacts in relation to housing.
- Understanding of the Aboriginal political and historical impacts upon policy developments in NSW and nationally in relation to Aboriginal land rights, and Aboriginal land use.

Essential requirements

- This is an identified position and only open to Aboriginal and/or Torres Strait Islander persons.
- Qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

- Ability to write for diverse audiences, creating and managing content for digital platforms and social media, video creating and editing, digital CMS
- Capability within the Office 365 environment

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
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • 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
 Relationships	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment. • Share information and learning across teams. 	Intermediate





FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	
 <p>Results</p>	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> Ask questions to explore and understand issues and problems Find and check information needed to complete own work tasks Identify and inform supervisor of issues that may have an impact on completing tasks Escalate more complex issues and problems when these are identified Share ideas about ways to improve work tasks and solve problems Consider user needs when contributing to solutions and improvements 	Foundational
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> 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

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
	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	Intermediate
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	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	Foundational
 Results	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	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate