

ROLE DESCRIPTION

Community Engagement Advisor

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Housing Portfolio/ Partnerships and Communications	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	TBC	
ANZSCO Code	249111	
PCAT Code	1119192	
Date of Approval	27 February 2025	Ref: HPORT 128
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

The Community Engagement Advisor plays an integral role in the Partnership and Communications team to plan, design and deliver communications and engagement strategies, activities and materials to support the delivery of new social and affordable housing renewal project/s.

The role works closely with a broad range of multidisciplinary internal and external stakeholders, including integrated project teams, to achieve positive outcomes that put people at the heart of planning for new project/s, and supports the achievement of organisation objectives.

Key accountabilities

- Provide advice and support to the Community Engagement Manager or delegated Community Engagement Project Lead, broader integrated project team and other relevant stakeholders on project-specific communications and engagement opportunities, risks and issues.
- Design, implement and evaluate strategic communication and engagement strategies and activities to ensure residents, stakeholders and the community are consulted at appropriate stages of project planning and delivery, and in accordance with relevant statutory planning and legislative requirements.
- Undertake research to understand project context and local area analysis to guide communications and engagement planning and to contribute to further understand the stakeholder environment.
- Prepare a range of engaging and high-quality project communications materials including notifications, newsletters, responses to enquiries, key messages, presentations and other correspondence for a broad range of audiences.
- Monitor and map the stakeholder environment, identify communication and stakeholder risks and issues relating to the project, and articulate appropriate strategies and controls to minimise risk.
- Build and maintain collaborative and productive relationships with a broad range of stakeholders including, but not limited to, social housing residents, First Nations community, private landowners, community groups, government agencies and the general public to support the successful delivery of project/s.
- Work closely with the Homes NSW media, partnerships, communications and engagement teams to ensure a coordinated and consistent approach across the business in accordance with established protocols and project governance.
- Evaluate and report on communication and engagement activities and outcomes to ensure alignment with organisational and project objectives and to support best practice communications and engagement.

Key challenges

- Work effectively on multiple projects and activities within required timeframes and to agreed standards, in a fast-paced, deadline driven work environment.
- Maintain awareness of project progress and community and stakeholder issues, to develop proactive communications and engagement activities that help mitigate risk.
- Manage direct communications with diverse a diverse range of internal and external stakeholders within agreed timeframes, considering varying expectations, viewpoints and interests.

Key relationships

Who	Why
Internal	
Community Engagement Manager or delegated Community Engagement Project Lead	• Receive guidance and provide regular updates on key projects, issues and priorities. • Provide advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions. • Provide advice and recommendations to influence organisational decisions and initiatives and resolution of partnerships issues. • Report on outcomes against strategic plans and goals, budgets and performance measures. • Identify, escalate and consult on new or emerging issues. • Seek approval for new policies, protocols, strategies, materials, practices, solutions, options, resources and responses.
Partnerships & Communications team	• Work collaboratively to ensure coordinated and consistent messaging, activities and issues management. • Provide regular updates on project priorities and issues • Escalate issues, keep informed and receive instructions • Support media, ministerial and parliamentary information requests and responses in accordance with prescribed timeframes. • Share information and support team members to achieve broader team objectives and work outcomes.
Internal business units (various)	• Work closely with internal stakeholders and subject matter experts to understand project needs and develop communications and engagement solutions. • Ensure accurate and timely information and advice is provided relating to communication and engagement approaches, activities and issues. • Ensure the required input and approvals for communications and engagement materials are appropriately sought.
External	
Consultants and service providers	• Support monitoring of the provision of services for compliance with service arrangements, communication protocols and requirements. • Work collaboratively to provide guidance on management of stakeholder concerns and issues.
Other government agencies	• Support the team to ensure timely, accurate and strategically aligned advice and activities are shared and disseminated that enhance project and organisation objectives and reputation. • Support the development and management of key relationships with communication and engagement counterparts, as well as other relevant teams and departments as required. • Work collaboratively to provide guidance on management of stakeholder concerns and issues.

Who	Why
Other key stakeholders and general public	• Work in partnership to ensure timely and accurate communication and engagement opportunities and materials are developed that enhance the project and organisation's positive profile. • Positively represent the project and organisation in discussions with other key stakeholders and the general public.

Role dimensions

Decision making

- Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
- Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.
- Is responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures recommendations are based on sound evidence, and 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 both internal and external stakeholders.
- Consults with manager or senior staff 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.

Reporting line

The role reports to the Community Engagement Manager or delegated Community Engagement Project Lead.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

- A current and valid NSW Drivers Licence.
- The role may involve travel both locally and regionally, including overnight travel, as required by the business and/or directed.

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**.

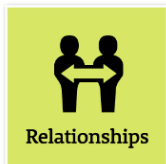
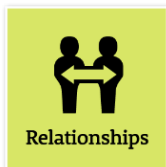
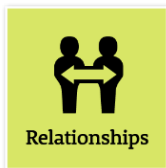
Focus capabilities

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
	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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Demonstrate and maintain a high level of personal motivation • Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced
		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
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	- Support others in challenging situations - Use collaboration tools, including digital technologies, to work with others - 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	Adept
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work - Initiate, prioritise, consult on and develop team and unit goals, strategies and plans - Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses - Ensure current work plans and activities support and are consistent with organisational change initiatives - Evaluate outcomes and adjust future plans accordingly	Adept
 Results	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	Adept

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
		• 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	
	Project Management Understand and apply effective planning, coordination and control methods	• Perform basic research and analysis to inform and support the achievement of project deliverables • Contribute to developing project documentation and resource estimates • Contribute to reviews of progress, outcomes and future improvements • Identify and escalate possible variances from project plans	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	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Advanced
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Advanced
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Advanced
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Advanced
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept