

ROLE DESCRIPTION

Community Engagement Officer

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Housing Portfolio	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	TBA	
ANZSCO Code	531111	
PCAT Code	1119192	
Date of Approval	January 2023	Ref: HPORT 094
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 Officer is responsible for coordinating the development, implementation and evaluation of the stakeholder engagement component of projects to achieve project outcomes and support the achievement of organisational objectives.

Key accountabilities

- Implement the community engagement strategy and take appropriate actions that demonstrate consideration of community and stakeholder requirements and ensure program expectations are met in collaboration with and as directed by the Senior Community Engagement Officers.
- Liaise with the Delivery Division and broader Homes NSW stakeholders to identify community engagement opportunities and potential issues.
- Engage positively and regularly with the community to identify local issues and impacts that are relevant to project tasks, with the aim of collecting, compiling and documenting feedback and impacts.
- Proactively apply a working knowledge of project objectives to effectively and efficiently identify and coordinate community engagement issues and risks and work with the Community Engagement, Communications and Media and Delivery teams to develop and implement mitigations.
- Respond to community enquiries and complaints and prepare communications material to engage positively with the community.
- Collaborate, communicate and deliver the community engagement tasks and projects to ensure relevant community engagement processes are performed to deliver on expectations and required outcomes.
- Participate in research, analysis, documentation and reporting on the community risk profiles of programs to protect business objectives and work with key stakeholders to enhance project outcomes.

Key challenges

- Prioritisation of competing internal and external work demands given the diverse range of issues encountered simultaneously to be resolved within the defined timeframes.
- Ensure business practices are in line with current legislative, policy and professional standards and those procedures reflect best practice for Homes NSW clients.
- Operating in a dynamic legislative, policy, and political environment. 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.

Key relationships

Who	Why
Internal	
Broader Homes NSW, Divisional Directors, Development Managers, Planners, Communications and Media Managers	<ul style="list-style-type: none">• To consult, collaborate and manage community engagement situations• To provide community engagement advice, solutions, options, recommendations, evaluations and analysis/commentary in relation to program and project-specific community engagement activities

Who	Why
External	
Homes NSW Partners, Community	<ul style="list-style-type: none"> • Provide advice and support on community engagement strategies • Respond to community complaints and enquiries

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.

Reporting line

The role reports to the Manager Community Engagement

Direct reports

Nil

Budget/Expenditure

As per Administrative and Financial Delegation Instruments

Essential requirements

- Qualifications in marketing, public relations, communications, community engagement and/or
- Demonstrated experience in community engagement in a property development or infrastructure environment will be an advantage.

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


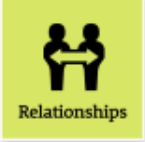
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
 <p>Personal Attributes</p>	<p>Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> • 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 • Demonstrate and maintain a high level of personal motivation 	Adept
 <p>Relationships</p>	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate

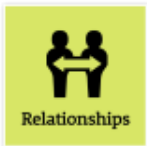


Commit to Customer Service

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

- Focus on providing a positive customer experience
- Support a customer-focused culture in the organisation
- Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
- Identify and respond quickly to customer needs
- Consider customer service requirements and develop solutions to meet needs
- Resolve complex customer issues and needs
- Cooperate across work areas to improve outcomes for customers

Intermediate

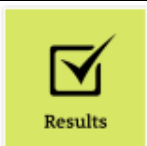


Work Collaboratively

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
- Support others in challenging situations
- Use collaboration tools, including digital technologies, to work with others

Intermediate



Think and Solve Problems

Think, analyse and consider the broader context to develop practical solutions

- Identify the facts and type of data needed to understand a problem or explore an opportunity
- Research and analyse information to make recommendations based on relevant evidence
- Identify issues that may hinder the completion of tasks and find appropriate solutions
- Be willing to seek input from others and share own ideas to achieve best outcomes
- Generate ideas and identify ways to improve systems and processes to meet user needs

Intermediate












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

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
	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	Foundational
	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	Intermediate