

# ROLE DESCRIPTION

## Senior Client Relationship Officer (Contracts) - Identified

<b>Portfolio</b>	Communities and Justice	
<b>Department</b>	Department of Communities and Justice	
<b>Division/Branch/Unit</b>	Homes NSW / Aboriginal Housing Office / Housing Client Services	
<b>Location</b>	Regions – Sydney/South East NSW, Northern NSW, Western NSW	
<b>Classification/Grade/Band</b>	Clerk Grade 7/8	
<b>Role Number</b>	TBC	
<b>ANZSCO Code</b>	511112	
<b>PCAT Code</b>	211112	
<b>Date of Approval</b>	10 September 2023	<b>Ref: AHO 036</b>
<b>Agency Website</b>	www.dcj.nsw.gov.au	

**Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.**

### 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

Develop active and collaborative working partnerships with Aboriginal Community Housing Providers (ACHP), key government stakeholders, community leaders, NGOs and clients and ensure effective services and programs are provided to Aboriginal communities and clients consistent with contracted standards.

## Key accountabilities

- Lead local implementation, support, service, communication and improvement programs for ACHP contract management to ensure the needs of the community and our clients are met.
- Work collaboratively with the central contract management and compliance team and service delivery teams to ensure a co-ordinated approach to contract implementation and compliance management and enhance quality of service delivery.
- Develop a comprehensive understanding of ACHP performance to enable regional advice on property allocations and contract arrangements.
- Lead issue resolution process and client grievance process from inception to completion to ensure timely completion and compliance with current contracts and policies.
- Act as a senior local AHO representative and partner in the region building effective working relationships with Aboriginal Community Housing Providers, community leaders and tenants to better meet client needs.
- Contribute to business and performance planning at the regional level and plan activities and projects to ensure the team meets broader planning and service commitments, and own work plans, activity tracking and measurements of work schedule completion are completed according to agreed standards
- Provide sector education and guidance on contract obligations, requirements, performance criteria and compliance standards.
- Identify and review capacity building opportunities and issues with the capacity building team and regional team and implement agreed actions.

## Key challenges

- Working across a range of programs, policies and systems to maximise team efficiency and service delivery outcomes
- Identifying key stakeholders and maintaining relationships which will support stronger communities and innovative/integrated service delivery for clients
- Managing and resolving contract performance issues and breaches whilst maintaining collaborative working relationships

## Key relationships

Who	Why
<b>Internal</b>	
Line manager	<ul style="list-style-type: none"> <li>• Report directly to line manager</li> <li>• Seek direction, advice and support</li> <li>• Provide information and feedback</li> </ul>
Team Members	<ul style="list-style-type: none"> <li>• Provide information and advice</li> <li>• Provide an effective and valuable two way liaison</li> </ul>
Central Assets Team	<ul style="list-style-type: none"> <li>• Work collaboratively to ensure co-ordinated approach</li> </ul>
Client and contracts staff	<ul style="list-style-type: none"> <li>• Provide support and advice on asset matters</li> </ul>
AHO colleagues	<ul style="list-style-type: none"> <li>• Liaise to ensure the provision of timely and accurate advice when requested</li> <li>• Develop and maintain effective working relationships</li> <li>• Negotiate/agree on timeframes</li> </ul>

Who	Why
DCJ colleagues	<ul style="list-style-type: none"> <li>• Liaise to ensure the provision of timely and accurate advice when requested</li> <li>• Develop and maintain effective working relationships</li> <li>• Negotiate/agree on timeframes</li> </ul>
<b>External</b>	
Aboriginal Community Housing Providers	<ul style="list-style-type: none"> <li>• Engage with service providers</li> </ul>
Aboriginal Community Leaders	<ul style="list-style-type: none"> <li>• Engage with client groups</li> </ul>
Non-government organisations	<ul style="list-style-type: none"> <li>• Engage with service providers and client groups</li> </ul>
Aboriginal clients	<ul style="list-style-type: none"> <li>• Provide responsive, accurate and timely information and issue resolution</li> </ul>

## Role dimensions

### Decision making

The role:

- works with some supervision to set priorities of own workload in alignment with management.
- with some management guidance develops a suitable approach in managing workload and provision of advice and input team planning and projects.
- 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 and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

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

### Reporting line

The role reports to the reports to Senior Relationship 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. A

thorough 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

Aboriginal identified positions are developed where Aboriginal identity, cultural knowledge or connections are a genuine aspect of the role. Positions are specifically noted under the provisions of the NSW Anti-discrimination Act (1977) for Aboriginal people who meet the following criteria:

- is of Aboriginal and/or Torres Strait Islander descent, and
- identifies as an Aboriginal and/or Torres Strait Islander person, and
- is accepted as a such by the Aboriginal and/or Torres Strait Islander community.

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
	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	
 <p>Relationships</p>	<p><b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Work Collaboratively</b> Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> <li>• Encourage a culture that recognises the value of collaboration</li> <li>• Build cooperation and overcome barriers to information sharing and communication across teams and units</li> <li>• Share lessons learned across teams and units</li> <li>• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work</li> <li>• Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Be proactive in taking responsibility and being accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about own and others' application of these practices</li> <li>• Be aware of risks and act on or escalate risks, as appropriate</li> <li>• Use financial and other resources responsibly</li> </ul>	Intermediate
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Identify and evaluate risks associated with the project and develop mitigation strategies</li> <li>• Identify and consult stakeholders to inform the project strategy</li> </ul>	Adept

## FOCUS CAPABILITIES

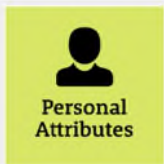

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Communicate the project's objectives and its expected benefits</li> <li>Monitor the completion of project milestones against goals and take necessary action</li> <li>Evaluate progress and identify improvements to inform future projects</li> </ul>	

### 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
	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
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate

## COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	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	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational