

# ROLE DESCRIPTION

## Senior Community Engagement Officer

<b>Portfolio</b>	Communities and Justice	
<b>Department</b>	Department of Communities and Justice	
<b>Division/Branch/Unit</b>	Homes NSW / Housing Portfolio	
<b>Location</b>	TBC	
<b>Classification/Grade/Band</b>	Clerk Grade 9/10	
<b>Role Number</b>	TBC	
<b>ANZSCO Code</b>	HR to complete	
<b>PCAT Code</b>	HR to complete	
<b>Date of Approval</b>	July 2021	<b>Ref: HPORT 047</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.***

### 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 Senior Community Engagement Officer manages and coordinates 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

- Manage and oversee all aspects of stakeholder engagement planning, development and implementation for a range of projects, including stakeholder engagement design, coordinating resources, meeting reporting requirements, and supporting relevant project-related activities, to ensure project outcomes are achieved on time, on budget, to quality standards and within agreed scope in line with established agency project management methodology.
- Establish and maintain stakeholder relationships through effective communication, negotiation and issues management to engage stakeholders and ensure project deliverables are met.
- Monitor and evaluate all aspects of stakeholder engagement relating to a range of projects, including risk and contingency management, benefits realisation, project impact and quality measures, to identify and address issues, assess project progress and effectiveness, and achieve project outcomes.
- Manage a project team/s, ensuring compliance with governance and quality requirements, to successfully deliver all key project/s milestones and outcomes.
- Undertake research and formulate recommendations to support evidence-based stakeholder engagement planning and decision making.
- Provide advice and information to relevant stakeholders on emerging project issues and to support project development and delivery in line with established plans, budgets, timeframes, policy objectives and other project priorities.

## Key challenges

- Managing consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests.
- Achieving project deadlines and milestones to the required standards and within budget, given the need to simultaneously coordinate and deliver multiple projects which are often complex and interconnected.

## Key relationships

Who	Why
<b>Internal</b>	
Manager	<ul style="list-style-type: none"><li>• Receive guidance and provide regular updates on key projects, issues and priorities.</li><li>• Provide advice and contribute to decision making.</li><li>• Identify emerging issues/risks and their implications and propose solutions.</li></ul>
Project Team	<ul style="list-style-type: none"><li>• Guide, support, coach and mentor team members.</li><li>• Work collaboratively to contribute to achieving team outcomes.</li></ul>
Direct Reports	<ul style="list-style-type: none"><li>• Guide and manage performance and development.</li></ul>
Stakeholders	<ul style="list-style-type: none"><li>• Provide expert advice on project-related issues.</li><li>• Report and provide updates on project progress.</li></ul>

Who	Why
	<ul style="list-style-type: none"> <li>Consult and collaborate to resolve project related issues, define mutual interests and determine strategies to achieve their realisation.</li> </ul>
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>Provide expert advice on project-related matters.</li> <li>Report and provide updates on project progress.</li> <li>Engage and consult in the resolution of project issues.</li> </ul>
Vendors/Service Providers and Consultants	<ul style="list-style-type: none"> <li>Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements.</li> <li>Consult, provide and obtain information, negotiate required outcomes and timeframes.</li> <li>Resolve and provide solutions to issues.</li> </ul>

## Role dimensions

### Decision making

- Make day-to-day decisions on his/her own work, and on project work involving multi-disciplinary teams, including advice, guidance and feedback.
- Make decisions on the allocation of requests, integration and preparation of responses, quality of responses prepared by others and determination of appropriate timeframes and priority of responses.
- Provides advice with authoritative recommendations on a range of issues including system and process improvement, standards and policies for the Branch.
- Refer to the Manager/Director/Executive Director any issues which may have political implications across the Division or Department and any issues or political sensitivities that may need to be brought to the attention of the Divisional Management Team or to the Minister.

### Reporting line

Director Community Engagement

### Direct reports

Nil

### Budget/Expenditure

As per Administrative and Financial Delegation Instruments

## Essential requirements

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

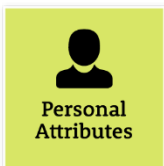
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change.	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change.</li> <li>• Give frank and honest feedback and advice.</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately.</li> <li>• Raise and work through challenging issues and seek alternatives.</li> <li>• Remain composed and calm under pressure and in challenging situations.</li> </ul>	Adept
	<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.</li> <li>• Support a culture of integrity and professionalism.</li> <li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct.</li> <li>• Recognise and report misconduct and illegal or inappropriate behaviour.</li> <li>• Report and manage apparent conflicts of interest and encourage others to do so.</li> </ul>	Intermediate



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### **Communicate Effectively**

Communicate clearly, actively listen to others, and respond with understanding and respect.

- Tailor communication to diverse audiences. Adept
- Clearly explain complex concepts and arguments to individuals and groups.
- Create opportunities for others to be heard, listen attentively and encourage them to express their views.
- Share information across teams and units to enable informed decision making.
- Write fluently in plain English and in a range of styles and formats.
- Use contemporary communication channels to share information, engage and interact with diverse audiences.

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### **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. Adept
  - 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.
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**Influence and Negotiate**

Gain consensus and commitment from others, and resolve issues and conflicts.

- Negotiate from an informed and credible position.
- Lead and facilitate productive discussions with staff and stakeholders.
- Encourage others to talk, share and debate ideas to achieve a consensus.
- Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes.
- Influence others with a fair and considered approach and sound arguments.
- Show sensitivity and understanding in resolving conflicts and differences.
- Manage challenging relationships with internal and external stakeholders.
- Anticipate and minimise conflict.

Adept

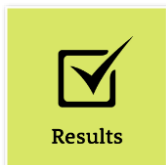
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**Deliver Results**

Achieve results through the efficient use of resources and a commitment to quality outcomes.

- 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



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**Demonstrate  
Accountability**

Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines.

- Be proactive in taking responsibility and being accountable for own actions.
  - Understand delegations and act within authority levels.
  - Identify and follow safe work practices, and be vigilant about own and others' application of these practices.
  - Be aware of risks and act on or escalate risks, as appropriate.
  - Use financial and other resources responsibly.
- Intermediate



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**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
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## 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
 Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning.	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives.	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution.	Adept
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances.	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions.	Advanced
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk.	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness.	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance.	Intermediate