

ROLE DESCRIPTION

Aboriginal Senior Client Service Officer

Portfolio	Communities and Justice	
Department	Department of Communities and Justice	
Division/Branch/Unit	Homes NSW / Housing Services	
Location	Various	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	TBC	
ANZSCO Code	411711	
PCAT Code	1119192	
Date of Approval	5 September 2023	Ref HSERV 027
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 Aboriginal Client Service Officers provide advice and support for Aboriginal and Torres Strait Islander clients with complex support and housing needs.

Provides a broad range of applicant, tenancy and property management services and advice to clients including those with complex support needs; advocates and other stakeholders across the access and tenancy service streams; provides coaching and support to team members to optimize business and service outcomes.

Key accountabilities

- Work directly with Aboriginal and Torres Strait Islander clients and their advocates to provide advice and assistance on housing options based on assessment of eligibility and client need and in keeping with relevant legislation, policies and procedures.
- Work collaboratively with internal specialists and external service providers and make referrals where additional support requirements are identified to better meet client needs.
- Work in partnership with other stakeholders to resolve complex tenancy issues and neighbourhood disputes; manage breach of tenancy agreements and represent Housing NSW at the NCAT.
- Coach client service team members to improve skills in assessing and managing clients, including those with complex needs; and in managing client information systems to achieve greater efficiency in delivery processes.
- Manage key client processes and systems, including transfers and arrears and monitor against team and district targets to optimise asset and business performance.
- Manage client accounts and oversee application and review of rental subsidies to ensure timely completion and compliance with current policy.
- Manage client information to ensure confidentiality, accuracy and integrity.
- Monitor workflows and identify work priorities, team development and training needs.

Key challenges

- Work across a range of Housing programs, policies and systems to maximize team efficiency and service delivery outcomes.
- Identify key stakeholders and maintaining relationships which will support stronger communities and innovative/integrated service delivery for clients.
- Balance a business and systems improvement/ team performance focus with competing client demands.
- Senior Client Service Officers often need to respond to and manage antisocial behaviour

Key relationships

Internal relationships

Who you'll work with	Why
Own team members and other client service teams	<ul style="list-style-type: none">• Operational knowledge is important for this role
Delivery teams within DCJ	<ul style="list-style-type: none">• To facilitate and ensure coordination of support to clients with complex support needs
Senior Client Service Officers (Specialist)	<ul style="list-style-type: none">• Provide assistance and expertise
Corporate Services	<ul style="list-style-type: none">• Support and expertise in relation to training/ HR/ ICT as needed

External relationships

Who you'll work with	Why
Client advocates	<ul style="list-style-type: none">• Work in partnership to achieve best outcomes
Community and tenancy groups	<ul style="list-style-type: none">• Quality relationships are important to develop and sustain healthy tenancies and communities
Other service providers within the community	<ul style="list-style-type: none">• Knowledge of the community and range of services available is important in facilitating client access where needed

Role dimensions

Decision making

In consultation with the line manager, this role has the authority to provide guidance, coaching, mentoring and on the job training to client service staff to ensure they are effectively and safely performing their roles.

The role does not have the authority to undertake performance counselling, conduct staff appraisals or approve leave.

Reporting line

Reports to the Team Leader

Direct reports

Nil

Budget/Expenditure

Refer to the DCJ Delegations.

Key knowledge and experience

Given DCJ's work with Aboriginal families and communities, candidates will need to demonstrate cultural capability, which includes lived experience, community connection, relationships with Aboriginal organisations, walking in two worlds, and historical context and impact.

Essential requirements

As an Identified role, this role is open only to Aboriginal and/or Torres Strait Islander persons, Australia's First Nations people.

Where a position is identified, an applicant's race is a genuine occupational qualification and authorised by Section 14(d) of the *Anti-Discrimination Act 1977*.

There are two alternatives to confirming your Aboriginality, one of which must be uploaded to be considered for the role as follows. **Either will be accepted:**

Confirmation of Aboriginality form

or

Written confirmation from 2-3 Aboriginal organisations within the community in which you live/work, which addresses the three criteria listed below:

- 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.
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- Current NSW driver's licence

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

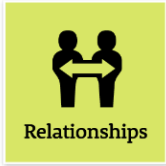


Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

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
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult 	Intermediate
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • 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





FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • 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
 <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"> • 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
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security 	Foundational

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	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	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	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 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	Foundational