# Role description essentials

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| --- | --- |
| **Cluster** | Family & Community Services |
| **Agency** | Housing NSW |
| **Division/Branch/Unit** | n/a |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBC |
| **ANZSCO Code** | 411711 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 07 August 2014 |
| **Agency Website** | www.facs.nsw.gov.au |

Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

Primary purpose of the role

The Housing Manager contributes to the overall development and management of housing operations across access and tenancy management, in areas with a high public housing concentration and social disadvantage.

## Key accountabilities

* Monitor service standards and develop and implement flexible and innovative service and management
* strategies that link into the local service system to support sustainable and successful tenancies, and/or other housing options such as private or community based housing.
* Manage local tenancy management activities in relation to rent and water account arrears, vacancy management and breaches of the Residential Tenancies Act.
* Manage assessment and access functions in relation to finding housing solutions for people in need.
* Oversight delivery of housing services to ensure compliance with legislation and policy requirements and to support performance reporting.
* Assist the Team Leader and Senior Client Service Officers with complex service issues and policy interpretation.
* Develop and maintain networks with tenants, community providers and local agencies to build local community based projects and initiatives which will support successful tenancies and communities.
* Supports the Team Leader in direct supervision, team rosters, team development, business and resource planning and individual performance reporting.
* Develop local reporting and stakeholder feedback systems to drive performance improvement for the district/ team.

## Key challenges

* Championing process and systems changes at a local level in response to corporate, District and local requirements in a dynamic environment of ongoing change and competing priorities.
* Managing staff in a high pressure working environment where resources are always stretched to meet client demands.

## **Key relationships**

### Internal relationships

| Who you’ll work with | Why |
| --- | --- |
| Client Service Officers | * Tap into local knowledge and utilise existing systems and processes to share information and make sure teams are well informed and able to respond to client and local community issues |
| Senior Client Service Officers and Specialists  Team Leaders  Other FACS service providers (AHO, LAHC, ADHC, CS) | * Work collaboratively across access and tenancy activities and other business streams within FACS to identify opportunities for new service initiatives and improvements |

### External relationships

| Who you’ll work with | Why |
| --- | --- |
| Community organisations | * Harness resources and support for an integrated service approach which supports successful tenancies |
| Other related Public Sector Agencies | * To enhance service strategies and improve options and services provided to clients |

# Role dimensions

## Decision making

The Housing Manager:

* Exercises a range of administrative, HR and financial delegations in relation to staffing, operating expenditure and use of departmental resources in supporting the Team Leader.
* Makes decisions relating to client eligibility for assistance including rental subsidies, property maintenance and asset usage.

## Reporting line

Reports to the Team Leader

## Direct reports

Up to 9

## Budget/Expenditure

Refer to the FACS Delegations.

Essential requirements

Current driver’s licence

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

## Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

## NSW Public Sector Capability Framework

| **Capability Group** | **Capability Name** | **Level** |
| --- | --- | --- |
| Icon of a person representing personal attributes | Display Resilience and Courage | Intermediate |
| **Act with Integrity** | **Intermediate** |
| **Manage Self** | **Intermediate** |
| Value Diversity | Intermediate |
| Icon of two people representing relationships | Communicate Effectively | Intermediate |
| **Commit to Customer Service** | **Intermediate** |
| **Work Collaboratively** | **Intermediate** |
| Influence and Negotiate | Intermediate |
| Icon of a ticked box representing results | Deliver Results | Intermediate |
| Plan and Prioritise | Intermediate |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Intermediate |
| Icon of cogs representing business enablers | Finance | Intermediate |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Intermediate |
| Project Management | Intermediate |

| **Capability Group** | **Capability Name** | **Level** |
| --- | --- | --- |
| Icon of a group representing people management | **Manage and Develop People** | **Intermediate** |
| Inspire Direction and Purpose | Intermediate |
| **Optimise Business Outcomes** | **Intermediate** |
| Manage Reform and Change | Intermediate |

## Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

## NSW Public Sector Capability Framework

### Personal attributes

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Act with Integrity | Intermediate | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and follow legislation, rules, policies, guidelines and codes of conduct  Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct  Recognise and report misconduct, illegal or inappropriate behaviour  Report and manage apparent conflicts of interest |
| Manage Self | Intermediate | 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  Maintain own motivation when tasks become difficult |

### Relationships

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Commit to Customer Service | Intermediate | Support a culture of quality customer service in the organisation  Demonstrate a thorough knowledge of the services provided and relay 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  Co-operate across work areas to improve outcomes for customers |
| Work Collaboratively | Intermediate | Build a supportive and co-operative team environment  Share information and learning across teams  Acknowledge outcomes which were achieved by effective collaboration  Engage other teams/units to share information and solve issues and problems jointly  Support others in challenging situations |

### Results

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidence  Identify issues that may hinder completion of tasks and find appropriate solutions  Be willing to seek out input from others and share own ideas to achieve best outcomes  Identify ways to improve systems or processes which are used by the team/unit |

### Business enablers

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Technology | Intermediate | Apply computer applications that enable performance of more complex tasks  Apply practical skills in the use of relevant technology  Make effective use of records, information and knowledge management functions and systems  Understand and comply with information and communications security and acceptable use policies  Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |

### People management

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Manage and Develop  People | Intermediate | Ensure that roles and responsibilities are clearly communicated  Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks  Develop team capability and recognise and develop potential in people  Be constructive and build on strengths when giving feedback  Identify and act on opportunities to provide coaching and mentoring  Recognise performance issues that need to be addressed and work towards resolution of issues |
| Optimise Business  Outcomes | Intermediate | Develop team/unit plans that take into account team capability and strengths  Plan and monitor resource allocation effectively to achieve team/unit objectives  Ensure team members work with a good understanding of business principles as they apply to the public sector context  Participate in wider organisational workforce planning to ensure the availability of capable resources |