

Role Description

Senior Client Relationship Officer (Assets)

Cluster/Agency	Family and Community Services/Aboriginal Housing Office AHO
Division/Branch/Unit	Housing Client Services
Location	Regions – Sydney/South East NSW, Northern NSW, Western NSW
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	Ongoing
ANZSCO Code	tbc
Role Number	tbc
PCAT Code	tbc
Date of Approval	tbc
Agency Website	www.facs.nsw.gov.au

Agency overview

The Department of Family and Community Services (FACS) delivers services to the most disadvantaged individuals, families and communities in NSW.

The Aboriginal Housing Office (AHO) is a statutory authority, established under the Aboriginal Housing Act 1998 (NSW). The AHO is one of six agencies within the Department of Family & Community Services.

The AHO plans, administers and expands the policies, program and asset base for Aboriginal housing in NSW. This includes resource allocation, sector-wide policy, strategic planning, and monitoring outcomes and performance in the Aboriginal community housing sector. In order to achieve this AHO receives funding from both the NSW and the Australian Governments.

The AHO manages and coordinates a substantial annual capital works program, and the development and implementation of a range of financial and resourcing strategies throughout the state.

The AHO works in partnership with Aboriginal Community Housing Providers (ACHP) and the Aboriginal community in delivering housing program and developing housing policy and standards. AHO has also strived to build the skills of Aboriginal people in the sector to improve the management of both their properties and their organisations for a better tomorrow for everyone.

Its functions are guided by the principles of self-determination and self management for Aboriginal people. In addition, the AHO has an important role in facilitating and improving employment and training opportunities for Aboriginal people within the Aboriginal community housing sector.

Working with the all Aboriginal AHO Board, 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.

Primary purpose of the role

Provide region based services, project management, assessment and reports on current and prospective assets and property building and refurbishment quality and completion against contract standards to provide clients with appropriate housing.

Key accountabilities

- Assess local properties and report on fit for use, property condition, quotation of cost of repair and refurbishment priority to address client needs and to comply with relevant legislation, policies and procedures.
- Resolve client based issues by working collaboratively with property owning and property managing organisations to achieve a suitable outcome for the client
- Monitor, assess and report on quality, progress and issues in new build and refurbishment programs, escalating and resolving assigned issues to ensure timely completion and compliance with policy and contractual obligations.
- Manage housing providers on work and maintenance backlog, recommend and implement actions to expedite scheduled work.
- Project manage small to medium repair projects on AHO and community owned properties. Recommend and complete initial portfolio redevelopment feasibility reviews
- Update asset databases and provide written reports and assessments on building works, refurbishments, properties and key issues for resolution ensuring confidentiality, accuracy and integrity.
- Contribute to the Asset Management Plan and business and performance planning at the regional level. 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 finalised according to agreed standards.
- Work collaboratively with central Assets team and regional team to ensure a co-ordinated approach to region based asset services, assessment and reporting.

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
- Achieving timely resolution of building and maintenance work backlog, performance standards and project outcomes

Key relationships

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

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

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. T
- 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 FACS Delegations for specific financial and/ or administrative delegations for this role.

Reporting line

Reports to Senior Relationship Manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

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.

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 applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>

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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Adept

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		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>issues</p> <ul style="list-style-type: none"> • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> • Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
----------------------	-------	------------------------

		projects
--	--	----------