

# Role Description

## Senior Client Service Officer

### Role description essentials

Cluster	Family & Community Services
Agency	Housing NSW
Division/Branch/Unit	n/a
Location	Various
Classification/Grade/Band	Clerk Grade 5/6
Role Number	TBC
ANZSCO Code	411711
PCAT Code	1119192
Date of Approval	07 August 2014
Agency Website	<a href="http://www.facs.nsw.gov.au">www.facs.nsw.gov.au</a>

### 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

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 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.

## Key relationships

### Internal relationships

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

### External relationships

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

## 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 counseling, conduct staff appraisals or approve leave.

## Reporting line

Reports to the Team Leader

## Direct reports

Nil

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

## 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	<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 follow legislation, rules, policies, guidelines and codes of conduct</li><li>• Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li><li>• Recognise and report misconduct, illegal or inappropriate behaviour</li><li>• Report and manage apparent conflicts of interests</li></ul>
Manage Self	Intermediate	<ul style="list-style-type: none"><li>• Adapt existing skills to new situations</li><li>• Show commitment to achieving work goals</li><li>• Show awareness of own strengths and areas for growth and develop and apply new skills</li><li>• Seek feedback from colleagues and stakeholders</li><li>• Maintain own motivation when tasks become difficult</li></ul>

### Relationships

Capability Name	Level	Behavioural Indicators
Commit to Customer Service	Intermediate	<ul style="list-style-type: none"><li>• Support a culture of quality customer service in the organisation</li><li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li><li>• Identify and respond quickly to customer needs</li><li>• Consider customer service requirements and develop solutions to meet needs</li><li>• Resolve complex customer issues and needs</li><li>• Co-operate across work areas to improve outcomes for customers</li></ul>
Work Collaboratively	Intermediate	<ul style="list-style-type: none"><li>• Build a supportive and co-operative team environment</li><li>• Share information and learning across teams</li><li>• Acknowledge outcomes which were achieved by effective collaboration</li><li>• Engage other teams/units to share information and solve issues and problems jointly</li><li>• Support others in challenging situations</li></ul>

## Results

Capability Name	Level	Behavioural Indicators
Think and Solve Problems	Intermediate	<ul style="list-style-type: none"><li>• Research and analyse information and make recommendations based on relevant evidence</li><li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li><li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li><li>• Identify ways to improve systems or processes which are used by the team/unit</li></ul>

## Business enablers

Capability Name	Level	Behavioural Indicators
Technology	Foundational	<ul style="list-style-type: none"><li>• Display familiarity and confidence in the use of core office software applications or other technology used in role</li><li>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li><li>• Understand information, communication and document control policies and systems, and security protocols</li><li>• Comply with policies on acceptable use of technology</li></ul>