

Client Service Officer

Department of Communities and Justice

The Department of Communities and Justice (DCJ) cluster works with children, adults, families and communities to improve lives and help people realise their potential.

DCJ directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Housing Services is one of the largest providers of social housing in the world, providing a range of housing solutions to meet the needs of today's community.

In partnership with the community, industry and individuals, Housing Services provide safe and affordable housing opportunities for those most in need so that they can live with dignity, find support when needed and achieve independence.

Client Service Officers (CSOs) provide a broad range of applicant, tenancy and property management services and advice to clients. This includes clients with complex support needs. As a CSO, you are often required to provide advice to clients and their advocate as well as other stakeholders across the access and tenancy service streams.

CSOs are the frontline of Housing Services, and play a critical role in identifying and providing services and quality advice to better meet client needs

Working as a Client Service Officer

As a Client Service Officer your daily responsibilities may include any of the following:

- Providing advice at the local office and over the phone, assessing and matching clients to the most appropriate housing assistance option
- Engaging and partnering with Non-Government Organisations to support and link clients to appropriate support services
- Using interview techniques to understand a client's requirements, including the assessment, processing and management of housing applications and reviewing eligibility for private rental assistance products
- Using technology to access applications for Housing Assistance, manage workload and provide advice to clients over the counter and phone
- Working closely with your team in a high volume area and the Senior Client Service Officer for advice on supporting clients with complex support needs
- Explaining what a good neighbour is and the legal rights and responsibilities of the tenant/ landlord relationship
- Conducting client service visits in people's homes to assess property care, escalate maintenance requests and ensure compliance with the Residential Tenancy Agreement
- Inspecting vacated properties to review property maintenance, safety, and investigate potential tenant damage
- Monitoring rent accounts and initiating debt recovery action, including client service visits to discuss rental arrears
- Investigating allegations of anti-social behaviour within policy and legislative requirements
- Building relationships with local support services to help clients and their families sustain their tenancy
- Using technology at the office and in the field to record and manage workload and provide advice to customers over the counter and phone
- Working closely with your team in a high volume area and the Senior Client Service Officer to identify and resolve tenancy issues early

Key Skills

- Show sensitivity and understanding when working with clients to resolve their housing needs
- Stay calm in highly pressured environments and work through difficult issues
- Be motivated and committed to achieving challenging goals
- Assess information and evidence, apply policy and work within legislative requirements to make recommendations
- Adapt to new technology
- Engage, influence and negotiate from an informed and credible position
- Demonstrate accountability by assessing work outcomes and share learnings

Essential role requirements

- Current driver's licence and willingness to drive within NSW

Hours and Training

- 35 hour work week Monday to Friday
- Attend CSO Induction training for one week
- Paid Certificate IV in Social Housing accredited training, on the job over 12 months
- Ongoing learning and development opportunities available on the job

Pre-Employment Checks

- Reference checks (minimum of 2 referees)
- Health declaration
- National criminal history check
- Conduct and performance checks (for existing public service employees)