

# Role Description

## Project Officer 7/8

Cluster/Agency	Family and Community Services/Aboriginal Housing Office AHO
Division/Branch/Unit	Various
Location	Parramatta; 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	<a href="http://www.facs.nsw.gov.au">www.facs.nsw.gov.au</a>

### 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

Manage and implement a range of projects, in line with the directorate's responsibilities, which improve AHO service delivery or operations and contribute to better outcomes for Aboriginal people including individuals, families, groups and communities.

## Key accountabilities

- Contribute to the design, implementation and coordination of projects that deliver effective business unit outcomes and meet client service delivery needs.
- Undertake research and analysis to support the development of key projects and the improvement of processes across AHO and ensure the use of project management methodologies and processes to allow for consistent high quality outcomes.
- Manage and oversee particular aspects of projects and implementations, including developing and monitoring project plans, coordinating resources, and monitoring budgets to ensure successful project milestones are met.
- Prepare a range of project-related documents for key stakeholders as required, including status updates, reports, budgets and discussion papers to manage the flow of information.
- Deliver on assigned projects and processes within agreed upon deadlines and quality standards.
- Liaise and work across AHO and FACS Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.
- Work effectively with team members towards mutual continued development and provide feedback to each other on project work undertaken.
- Seek out and actively manage key internal and external stakeholder relationships based on open and regular discussions and feedback, to ensure effective interface between program development, planning, service design and policy implementation.

## Key challenges

- Meeting tight deadlines in an environment characterised by conflicting priorities and multiple stakeholders.
- Maintaining oversight of project progress and identifying issues and risks bringing them to the attention of business unit manager.

## Key relationships

Who	Why
<b>Internal</b>	
Line manager	<ul style="list-style-type: none"> <li>• Report directly to line manager</li> <li>• Seek direction, advice and support</li> <li>• Provide information and feedback</li> </ul>
Team Members	<ul style="list-style-type: none"> <li>• Provide information and advice</li> <li>• Provide an effective and valuable two way liaison</li> </ul>
AHO colleagues	<ul style="list-style-type: none"> <li>• Liaise to ensure the provision of timely and accurate advice when requested</li> <li>• Develop and maintain effective working relationships</li> <li>• Negotiate/agree on timeframes</li> </ul>
FACS colleagues	<ul style="list-style-type: none"> <li>• Liaise to ensure the provision of timely and accurate advice when requested</li> <li>• Develop and maintain effective working relationships</li> <li>• Negotiate/agree on timeframes</li> </ul>
<b>External</b>	
Aboriginal Community Housing Providers	<ul style="list-style-type: none"> <li>• Engage with service providers</li> </ul>

Who	Why
Aboriginal Community Leaders	<ul style="list-style-type: none"> <li>Engage with client groups</li> </ul>
Non-government organisations	<ul style="list-style-type: none"> <li>Engage with service providers and client groups</li> </ul>
Aboriginal clients	<ul style="list-style-type: none"> <li>Provide responsive, accurate and timely information and issue resolution</li> </ul>

## Role dimensions

### Decision making

The role:

- Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
- Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.
- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.
- As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

Refer to the FACS Delegations for specific financial and/or administrative delegations for this role.

### Reporting line

See divisional structure and supplementary material.

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

### 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
<b>Personal Attributes</b> 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> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <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 interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high quality customer-focused services</li> <li>• Understand customer perspectives and ensure responsiveness to their needs</li> <li>• Identify customer service needs and implement solutions</li> <li>• Find opportunities to co-operate with internal and external parties to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant stakeholders within the community</li> </ul>
<b>Relationships</b> Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Encourage a culture of recognising the value of collaboration</li> <li>• Build co-operation and overcome barriers to information sharing and communication across teams/units</li> <li>• Share lessons learned across teams/units</li> <li>• Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work</li> </ul>
<b>Results</b> Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Take responsibility for delivering on intended outcomes</li> <li>• Make sure team/unit staff understand expected goals and acknowledge success</li> <li>• Identify resource needs and ensure goals are achieved within budget and deadlines</li> <li>• Identify changed priorities and ensure allocation of resources meets new business needs</li> <li>• Ensure financial implications of changed priorities are explicit and budgeted for</li> <li>• Use own expertise and seek others' expertise to achieve work outcomes</li> </ul>
<b>Results</b> 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>
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions</li> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"><li>• Prepare accurate documentation to support cost or resource estimates</li><li>• Participate and contribute to reviews of progress, outcomes and future improvements</li><li>• Identify and escalate any possible variance from project plans</li></ul>

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## **Project Officer, Sector investment – Identified – Strong Family, Strong Communities Strategy, Grade 7/8**

### Reporting structure

These positions reports to the Project Manager, Sector Investment.

There are nil direct reports

These positions works closely with the Senior Project Officer, Sector Investment.

### Location:

These roles will be based at Parramatta/regional location.

### Main Purpose

The key purpose of these roles is to assist with the development and implementation of programs to strengthen and grow Aboriginal Housing provider's organisational capacity and scale

### Key Accountabilities

- Support co-design and implementation of capacity building programs to:
  - Build capacity in the Aboriginal community housing sector and with new providers
  - Develop governance, financial viability and sustainability
  - Fund client focused grants supporting reporting capability
  - Reallocate property management to ACHPs
  - Fund access for the Aboriginal housing sector to the National Regulatory Scheme and Local Scheme
  - Manage participation in the NRS review
- Provide project reporting and documentation

### Role specific capabilities

- Experience in the implementation of community based programs
- Experience in a project based environment
- Demonstrable competency in engagement and working successfully with Aboriginal communities
- Demonstrated skills in effective communications of complex information with diverse stakeholders.
- Ability to build effective relationships and work collaboratively with AHO and FACS staff and external agencies.

### Travel

The role requires occasional to frequent business travel including overnight stays. Current NSW driver's licence required.