Role Description
Housing Manager

Role description essentials

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

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	**Intermediate**
	Manage Self	**Intermediate**
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Intermediate
	Technology	**Intermediate**
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Capability Group	Capability Name	Level
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

Capability Name	Level	Behavioural Indicators
		• 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

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Capability Name	Level	Behavioural Indicators
		• 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

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