

# Role Description

## 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 2/4
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, advocates and other stakeholders.

### 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.
- Manage tenancies and support clients to maintain successful tenancies.
- Support tenancy and community participation initiatives to contribute to harmonious neighbourhoods and stronger communities.
- Manage client information to ensure confidentiality, accuracy and integrity.
- Monitor property condition and facilitate maintenance and minor modifications where necessary to meet client needs.

## Key challenges

- Client service officers work extensively and directly with clients with complex support needs in their home and in the field.
- Planning and prioritizing workloads to meet deadlines in a demanding work place.
- Managing conflicts and expectations of clients and their advocates in a human services environment.

## 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>

### External relationships

Who you'll work with	Why
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

The Client Service Officer needs to understand, interpret and apply standards, legislation, policy and guidelines in providing services to clients and in managing properties and tenancies.

The role acts autonomously in relation to providing advice, referral and provision of some housing assistance however line manager approval is needed for some products and for determination of out of guideline approvals.

### Reporting line

Reports to the Housing Manager or 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>Foundational</b>
	<b>Manage Self</b>	<b>Foundational</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	<b>Work Collaboratively</b>	<b>Foundational</b>
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Foundational</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	Foundational	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements</li> </ul>

Capability Name	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>
Manage Self	Foundational	<ul style="list-style-type: none"> <li>Be willing to develop and apply new skills</li> <li>Show commitment to completing work activities effectively</li> <li>Look for opportunities to learn from the feedback of others</li> </ul>

## Relationships

Capability Name	Level	Behavioural Indicators
Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>Understand the importance of customer service</li> <li>Help customers understand the services that are available</li> <li>Take responsibility for delivering services which meet customer requirements</li> <li>Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>Show respect, courtesy and fairness when interacting with customers</li> </ul>
Work Collaboratively	Foundational	<ul style="list-style-type: none"> <li>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</li> <li>Respond to others who need clarification or guidance on the job</li> <li>Step in to help others when workloads are high</li> <li>Keep team and supervisor informed of work tasks</li> </ul>

## Results

Capability Name	Level	Behavioural Indicators
Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>Find and check information needed to complete own work tasks</li> <li>Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>Escalate more complex issues and problems when these are identified</li> <li>Share ideas about ways to improve work tasks and solve problems</li> <li>Suggest improvements to work tasks for the team</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</li> </ul>

Capability Name	Level	Behavioural Indicators
		<p>organisation</p> <ul style="list-style-type: none"> <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>