

Role Description

Regional Relationship Manager



Cluster	Planning, Industry and Environment
Agency	Aboriginal Housing Office (AHO)
Division/Branch/Unit	Housing Client Services
Role number	TBA
Classification/Grade/Band	11/12
ANZSCO Code	TBA
PCAT Code	TBA
Date of Approval	TBA
Agency Website	https://www.aho.nsw.gov.au

Agency overview

The Aboriginal Housing Office (AHO) is a statutory authority, established under the Aboriginal Housing Act 1998 (NSW). 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

Lead the development of active and collaborative working partnerships with Aboriginal Community Housing Providers, community leaders, key government stakeholders, NGOs and clients and a regional strategic plan to ensure the delivery of effective services and programs in contract implementation, client and asset services within approved policies and programs.

Key accountabilities

- Develop and implement an innovative regional strategic plan which enables achievement of the AHO strategic objectives.
- Develop innovative partnerships and service delivery models to provide improved housing outcomes for Aboriginal people
- Act as the senior AHO representative and partner in the region building effective working relationships with Aboriginal Community Housing Providers (ACHP), DPIE staff, community leaders and agencies to optimise business and service outcomes and maintain cooperative working relationships for the benefit of Aboriginal people.
- Manage the local implementation, support, service delivery, processes and improvement programs for ACHP contract management, client capacity development, asset management and NGO housing assistance programs in order to ensure good practice and regulatory requirements are followed and providers and clients receive quality service and delivery.
- Manage the regions issue resolution, critical incident and Ministerial response processes to ensure a responsive and effective resolution.
- Provide collaborative, evidence-based advice, feedback and recommendations on opportunities, policies, programs and service delivery gaps and risks, to senior managers and Directors. This ensures matters that impact the business unit's current business and future decision-making are fully considered.
- Seek out and actively manage key internal and external stakeholder relationships based on open and regular discussion and feedback to ensure effective interface between program development, planning, service design and policy implementation.
- Lead and drive regional team management, business, activity and performance planning and reporting, coaching, and professional development initiatives to align resources and deliver priorities

Key challenges

- Leading organisational change for the areas of contract management, client services and asset management to deliver responsive service outcomes in a complex stakeholder environment.
- Clearly communicating AHO strategies, policies, programs and services within a complex stakeholder environment while managing and balancing stakeholders' varied priorities.
- Building commitment and contributions from diverse stakeholders to ensure that projects undertaken include widespread consultation and encourage a cooperative approach.
- Leading and integrating a geographically diverse team across several service streams

Key relationships

Who	Why
Internal	
AHO Executive and line Director	<ul style="list-style-type: none">• Report directly to Line manager• Seek direction, advice and support• Provide timely, accurate information• Provide strategic advice and guide on the emergence and resolution of internal and external issues

	<ul style="list-style-type: none"> • Escalate issues as appropriate • Representation at working parties, projects, meetings, forums
Direct Reports	<ul style="list-style-type: none"> • Provide leadership and advice to the team • Inspire and motivate team, provide direction and manage performance • Work collaboratively to contribute to achieving the team's business outcomes
AHO colleagues	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested • Develop and maintain effective working relationships • Negotiate/agree on timeframes • Understand emerging issues and organisation culture
Cluster colleagues	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested • Develop and maintain effective working relationships • Negotiate/agree on timeframes • Provide advice and correspondence where appropriate • Representation at working parties, projects, meetings, forums on behalf of the district
External	
Aboriginal Community Housing Providers	<ul style="list-style-type: none"> • Engage with service providers
Aboriginal Community Leaders	<ul style="list-style-type: none"> • Engage with client groups
Non-government organisations	<ul style="list-style-type: none"> • Engage with service providers and client groups
Aboriginal clients	<ul style="list-style-type: none"> • Provide responsive, accurate and timely information/issue resolution

Role dimensions

Decision making

The role:

- Sets own priorities and those of any staff/project staff supervised.
- Maintains independence to develop a suitable approach in managing a unit/team, allocating resources, determining the conceptual framework towards projects and development of strategic plans.
- Has a high level of responsibility for determining appropriate unit/team actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of unit/team work.
- Ensures that unit/team recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as the source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level.

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

Reporting line

Reports to the Director of Housing and Client Services

Direct reports

See divisional structure and supplementary material

Budget/Expenditure

To be confirmed

Essential requirements

- Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.
- 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](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Personal Attributes</p>	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	<ul style="list-style-type: none"> • Encourage and include diverse perspectives in the development of policies and strategies • Take advantage of diverse views and perspectives to develop new approaches to delivering outcomes • Build and monitor a workplace culture that enables diversity and fair and inclusive practices • Implement practices and systems to ensure that individuals can participate to their fullest ability • Recognise the value of individual differences to support broader organisational strategies • Address non-inclusive behaviours, practices and attitudes within the organisation • Champion the business benefits generated by workforce diversity and inclusive practices 	Advanced
 <p>Relationships</p>	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience • Ensure systems are in place to capture customer service insights to improve services • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice • Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches • Ensure that the organisation's systems, processes, policies and programs respond to customer needs 	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> Recognise outcomes achieved through effective collaboration between teams Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions Network extensively across government and organisations to increase collaboration Encourage others to use appropriate collaboration approaches and tools, including digital technologies 	Advanced
	<p>Plan and Prioritise</p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> Understand the links between the business unit, organisation and the whole-of-government agenda Ensure business plan goals are clear and appropriate and include contingency provisions Monitor the progress of initiatives and make necessary adjustments Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately Consider the implications of a wide range of complex issues and shift business priorities when necessary Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning 	Advanced
	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that own actions and those of others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety Conduct and report on quality control audits Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	Adept
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams • Develop work plans that consider capability, strengths and opportunities for development • Be aware of the influences of bias when managing team members • Seek feedback on own management capabilities and develop strategies to address any gaps • Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way • Monitor and report on team performance in line with established performance development frameworks 	Adept

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Advanced
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept