

POSITION DESCRIPTION

Directorate: Health and Community Services

Position Number: E1078

Division: Housing Assistance

Classification: Executive Level 1.4

Branch: Client Services

Location: 153 Emu Bank, Belconnen / Hybrid
(Ngunnawal Country)

Position Title: Executive Branch Manager, Client
Services

Last Reviewed: July 2026

THE AUSTRALIAN CAPITAL TERRITORY GOVERNMENT

When the Australian Capital Territory (ACT) became self-governing in 1989, its Legislative Assembly was given responsibility for both state (e.g., health and education) and municipal (e.g., waste management) functions, making it unique in Australia. As a result, the ACT is sometimes referred to as a city state. The ACT's Chief Minister fulfils the roles of both State Premier and Mayor.

ACT Government Structure

Under a 'one service' structure, services are delivered to the ACT community through nine Directorates:

- ACT Legislative Assembly
- Canberra Health Services
- Chief Minister, Treasury and Economic Development Directorate
- Health and Community Services
- Education
- City and Environment Services
- Digital Canberra
- Justice and Community Safety
- Infrastructure Canberra

Across these Directorates, the ACT Public Service has over 20,000 staff, including full-time, part-time, temporary, and casual positions.

THE DIRECTORATE

The Health and Community Services Directorate (HCSD) delivers a broad range of health and human services to support the wellbeing of the ACT Community and ensures our public health system meets the community's needs, now and into the future. HCSD provides strategic leadership on policy and population health direction for the ACT health system, ensuring services are innovative, effective, and responsive to community needs.

Alongside health strategy, HCSD is responsible for a range of human services including multicultural affairs, services for older people, housing, women's initiatives, family and domestic violence and homelessness

services, and support for children, youth, and families. The Directorate also leads community disaster recovery and Aboriginal and Torres Strait Islander engagement.

HCSD is an inclusive employer where all people are respected and valued for their contribution. We strongly encourage and welcome applications from Aboriginal and/or Torres Strait Islander people, People with Disability, people from culturally and linguistically diverse backgrounds, veterans, mature age workers and lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) people.

DIVISION OVERVIEW

Housing Assistance is a division that resides within the Health and Community Services Directorate and is responsible for providing social housing and community services in the Territory. Housing Assistance is responsible for providing safe, affordable and appropriate housing that meets the needs and circumstances of low income and disadvantaged families. This includes funding and support for the specialist homelessness sector to assist and support homeless people in the ACT or those at risk of becoming homeless. In doing so, Housing Assistance helps to build their resilience and alleviate social isolation, building a safer, stronger and more inclusive community. The ultimate goal is to provide stable long-term affordable housing and provide tenants with greater opportunities to fully participate in social, economic, civic and recreational activities and reach their full potential.

Housing Assistance is committed to excellence and the highest ethical standards in dealing with clients and other stakeholders. The principles most highly valued by the division are problem solving, empathy, teamwork, professionalism and leadership. The Division is responsible for providing strategic direction and leadership of the ACT Government's public and community housing portfolio, consisting of over 11,000 properties, and the delivery of a capital program in excess of \$36 million per annum, which includes the sale, purchase, construction and redevelopment of housing stock.

A significant number of clients need more support that will assist them to obtain and maintain an independent lifestyle. These include clients who present with complex social needs such as:

- domestic violence
- mental or physical disabilities
- chronic medical conditions
- drug and alcohol issues, and
- diverse cultural and linguistic backgrounds.

Housing Assistance works in partnership with people from culturally and linguistically diverse backgrounds and with the broader community sector. We contribute to building sustainable linkages and partnerships to foster a stronger ACT community.

YOUR DUTIES AND RESPONSIBILITIES

The Executive Branch Manager, Client Services is responsible for the tenant lifecycle from application, assessment, allocation, intake, tenancy and transition/exit from housing.

The Executive Branch Manager, Client Services will lead the gateway, tenancy and quality and business improvement functions to the following outcomes:

- lead organisational refocus on the client and their experience in accessing, sustainment of tenancy and provision of support beyond provision of public housing
- effective and accessible application, assessment and allocation procedures
- support sustainment of tenancies

- service consistency and improvement through development and adherence to quality procedures and codification of practices through the Integrated Management System (IMS)
- implement consistent client experience through the public housing renewal program and associated requirements of the Public Housing Relocation Program
- lead and model collaborative client and community consultation
- elevate the use of data to support performance monitoring, development of new services, and provide input into the strategic policy.

This role will work closely, and collaborate, with the Executive Group Manager – Housing Assistance, the Executive Branch Manager - Housing and Homelessness Policy, the Executive Branch Manager – Portfolio Planning and Alignment and Senior Directors across the division to ensure current client needs are met and emerging needs are identified, appropriately provisioned and considered in strategy and asset portfolio planning.

The Executive Branch Manager, Client Services will lead and promote an integrated, responsive, contemporary, accessible, equitable tenant service experience through continuous improvement, client survey information and complaints data. The Executive Branch Manager is expected to drive collaborative relationships and service integration with adjacent services and continue to enhance and codify services delivered by the Health and Community Services Directorate.

As the leader of the Client Services Branch, the Executive Branch Manager is also accountable for:

- establishing and maintaining enabling services which minimise organisational risk, maximise legislative compliance and facilitate management consistency and efficiency across diverse branch requirements
- establishing Branch strategic direction, facilitating continuous improvement and driving effective performance across the Division, leading and engaging approximately 150 staff and ensuring business continuity
- managing resources efficiently, effectively and in compliance with legislation, including managing an operational budget in compliance with the Financial Management Act 1996
- fostering a Branch and organisational culture of inclusion and cultural competency
- articulating measurable outcomes to senior government and community stakeholders and demonstrating progress the Division has made in areas of accountability, and
- working to the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and modelling behaviour consistent with the ACTPS Respect Equity and Diversity framework.

This position requires direct supervision of staff.

SELECTION CRITERIA

Applications should address the selection criteria below which are based on the ACTPS Executive Capabilities:

Leads and values people

- Motivates and develops people
- Values diversity and respects individuals
- Builds a culture of improving practice

Shapes strategic thinking

- Inspires a sense of purpose and direction
- Encourages innovation and engages with risk
- Thinks broadly and develops solutions

Achieve results with integrity

- Develops organisational capability to deliver results
- Manages resources wisely and with probity
- Progresses evidence based policies and procedures
- Shows sound judgement, is responsive and ethical

Fosters collaboration

- Listens and communicates with influence
- Engages efficiently across government
- Builds and maintains key relationships

Exemplifies citizen, community and service focus

- Understands, anticipates and evaluates client needs
- Creates partnerships and co-operation
- Works to improve outcomes

Tertiary qualifications in a relevant field are highly desirable.

Executive Capabilities are a way of describing the behaviours that characterise successful ACTPS executives and the values and personal attributes that support these behaviours. They also provide an integrated and consistent means of assisting executives to identify developmental needs and achieve significant and measurable growth in areas such as leadership, strategic vision and effective management.

Information on Executive Capabilities for the ACTPS is available at

<https://www.cmtedd.act.gov.au/employment-framework/for-executives/actps-executive-employment-conditions>

In addition, Senior Executive Service (SES) Members must do their job in accordance with the Closing the Gap principle. Further information about the Closing the Gap principle is included in section 8(4) of the [Public Sector Management Act](#)

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Executive Branch Manager, Client Services (position number E1078) and indicates how frequently each of these requirements would be performed. Please note that CSD is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally

Designated workstation	Frequently
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STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Frequently
Access to Accrued Days Off (ADO's)	Occasionally
Peaks and troughs	Frequently
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Frequently
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally

Exposure to potentially distressing case material	Occasionally
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OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Occasionally