

POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Position Number: P31713

Division: Housing Assistance

Classification: Administrative Services Officer 5 (ASO5)

Business Unit: Executive Support

Location: Flexible

Position Title: Executive Assistant – Housing & Homelessness, Policy & Programs and Client Services

Last Reviewed: August 2026

DIRECTORATE OVERVIEW

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 responsible for the provision and management of public housing services in the Territory, in addition to homelessness services, community housing, housing policy and asset management. Housing Assistance manages over 11,000 tenancies, over 3,000 applications for Housing Assistance and works with sector partners to deliver specialist homelessness services.

Housing Assistance assists some of our most vulnerable Canberrans who are subject to housing stress and social and financial disadvantage. We work to respond to the causes of such disadvantage and in so doing help foster a safe, strong and cohesive community.

Housing Assistance is committed to excellence and the highest ethical standards in dealing with clients and stakeholders. The principles most highly valued by the organisation are collaboration and teamwork, customer service, problem solving, empathy, innovation, professionalism and leadership.

BUSINESS UNIT OVERVIEW

The Executive Support Unit is a fast-paced environment supporting Executive to deliver on their important functions. Executive Support works closely with both Executive Branch Managers and has a close working relationship with the Office of the Executive Group Manager.

POSITION OVERVIEW

The Executive Assistant, the Executive Branch Managers at Housing Assistance, works within a fast-paced environment to provide high level administrative support vital to the functioning of Housing Assistance's critical work.

The Executive Assistant works closely with the Office of the Executive Group Manager and Senior Leadership within Housing Assistance to manage competing interests to facilitate the delivery of key Government priorities.

The Executive Assistant works across the Client Engagement Team, Assessing, Allocations & Relocations, Tenancy Experience & Tribunal Services, Assurance, Review & Complaints, Homelessness Services, Housing Policy and Procurement to promote collaboration across businesses units and assist Housing Assistance's critical mission to support vulnerable Canberrans.

WHAT YOU WILL DO

- Work under limited supervision to provide high level administrative support to multiple Executives, including diary and inbox management, branch-wide engagement and ad hoc administrative tasks.
- Work with the Office of the Executive Group Manager to triage and track Branch priorities, including Ministerials, Critical Incidents and Directorate Briefs.
- Engage and build positive relationships with key internal and external stakeholders across the ACT Government, the Community Sector and members of the public.
- Perform Secretariat responsibilities and facilitate high level meetings and committees with staff across the Division.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated ability to provide administrative support to Executives in an operational or program environment.
2. Demonstrated ability to work under limited supervision to manage competing priorities in a fast-paced environment.
3. Demonstrated ability to use Adobe Acrobat and Microsoft Programs including but not limited to Outlook, Word, Excel, PowerPoint and OneNote.

Behavioural Capabilities

4. Ability to work well under pressure and use initiative to apply sound judgement in complex and fluid environments.
5. Ability to facilitate co-operation and partnerships to achieve multiple Branch objectives and priorities.
6. Ability to learn quickly and acquire technical knowledge of Housing Assistance procedures and programs.

Compliance Requirements / Qualifications

- Demonstrated ability and proficiency in HCSD's record management system TRIM is not required but is highly desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Executive Assistant (position number P31713) and indicates how frequently each of these requirements would be performed. Please note that ACTPS 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	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Occasionally
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	Occasionally

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

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
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	Never

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

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never