

POSITION DESCRIPTION

Directorate: Health & Community Services Directorate

Position Number: P10588

Division: Housing ACT

Classification: Senior Officer Grade C (SOGC)

Business Unit: Client Services Branch

Location: Belconnen, ACT

Position Title: Assistant Director, Client Engagement Team

Last Reviewed: July 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

At Housing Assistance, we provide social housing and specialist homelessness funding to meet the needs and circumstances of low income and disadvantaged people.

Through strengthening social housing and reducing homelessness, we help alleviate social isolation and build resilience, contributing to a safer, stronger and more inclusive community – a community where everybody has the opportunity for a bright future regardless of their characteristics, circumstances or background.

We are committed to excellence and the highest ethical standards as we focus on client outcomes, respond to individual needs, and steward the public housing portfolio.

Housing Assistance reports separately as a public trading enterprise (PTE) and is treated as a 'not-for-profit' entity under the Australian Accounting Standards. The Director-General of HCSD is appointed as the Commissioner for Social Housing and is an incorporated body under the Housing Assistance Act 2007 (ACT).

BUSINESS UNIT OVERVIEW

The Client Services Branch supports the management of over 11,000 public housing tenancies. Advice and support are provided to public housing clients and stakeholders on diverse, and often complex, issues. The Branch is responsible for the whole tenant life cycle including application, assessment, allocation of properties, tenancy management (rent/debt collection, complaints management, neighbourhood harmony, relocations, escalations to ACAT), monitoring property conditions on behalf of Housing Assistance and advising on asset maintenance issues. As the organisation's primary interface with the community, our service delivery is aimed at providing quality client-centred responses to meet the needs of public housing clients (both applicants and tenants) through all our frontline operations including shopfront, call centre, assessment/connections, and field staff.

The Branch is responsible for coordination of support services and community participation programs, and we seek to ensure long-term housing solutions and sustainable tenancies. We place emphasis on our staff's wellbeing, and are committed to providing a safe, productive, and rewarding place of work.

POSITION OVERVIEW

The Assistant Director, Client Engagement Team, is responsible for leading a team that delivers high-quality services and support to public housing tenants. The role provides leadership and strategic direction on a range of complex client service and operational matters, ensuring positive outcomes for clients and alignment with Housing ACT priorities.

WHAT YOU WILL DO

Under limited direction, the Assistant Director, Client Engagement Team will:

- Lead, coach and develop a team to deliver high-quality, client-centred services and achieve operational priorities and outcomes.
- Manage the day-to-day operations of the team, ensuring service standards, performance targets, quality assurance requirements and key deliverables are met.
- Provide leadership, advice and support on complex client matters, operational issues and service delivery challenges, exercising sound judgement and decision-making.
- Lead and support organisational change initiatives, ensuring staff are informed, engaged and equipped to implement new processes and ways of working.
- Foster a positive, inclusive and high-performing team culture through effective supervision, mentoring, performance management and capability development.
- Identify, champion and implement continuous improvement initiatives to enhance systems, processes, service delivery and client outcomes.
- Contribute to the development, implementation and review of operational policies, procedures, business practices and service delivery frameworks.
- Prepare and quality assure complex reports, briefings, correspondence, complaint responses and other documentation for internal and external stakeholders.
- Build and maintain productive relationships with community organisations, government agencies and other stakeholders, and represent Housing ACT in forums, working groups and interagency collaborations.
- Model and promote compliance with relevant legislation, policies, professional standards, the ACT Public Service Code of Conduct and Values, Diversity and Inclusion Principles, and Work Health and Safety requirements.

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 capacity to lead, guide and develop staff, implement organisational change initiatives, and apply human resource management practices to build strong teamwork, staff capability and a positive workplace culture.
2. Demonstrated ability to think strategically in a busy operational environment that delivers strong teamwork and quality client services to a diverse stakeholder group, including the ability to develop goodwill, maintain networks and collaborative working relationships and represent Housing ACT at key community service forums.
3. Proven ability to manage a team that consistently delivers superior customer service outcomes in line with legislative and strategic objectives, including the ability to effectively identify and champion process improvement and channel management.
4. Demonstrated ability to effectively manage the day-to-day operations of a frontline workforce including Housing ACT's Central Access Point, Allocations, Growth and Renewal, Occupational Therapists, Call centre staff or Housing Managers in line with sound financial management practices, including responsibility for staff rostering, workflow management, staff capability and team culture.

Behavioural Capabilities

5. Strong interpersonal, communication (oral and written), negotiation, representation, and problem-solving skills, and the ability to deal sensitively and fairly with team members and people from a diverse range of backgrounds and cultures.
6. Demonstrated commitment to model behaviours consistent with the ACT Government's Respect, Equity, Diversity and Inclusion Framework, lead safe work practices that are in accordance with the Directorate's Work Health and Safety system, participative work practices and staff development and training.

Compliance Requirements / Qualifications

Essential

- Current driver's licence.
- Prior to commencement, a current registration issued under the *Working with Vulnerable People (Background Checking) Act 2011* will be required.
 - For further information on Working with Vulnerable People registration refer to: https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804

Desirable

- Relevant tertiary qualifications in leadership, management, social work, community development or a related field are desirable, but not essential.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of the position. Several and indicates how frequently each of these requirements are undertaken.

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

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)]	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Peaks and troughs	Frequently
Frequent overtime	Frequently
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)	Occasionally
Working in a call centre environment	Occasionally
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

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

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers/clients	Frequently
