

POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Position Number: P31774

Division: Housing Assistance

Classification: Administrative Service Officer Class 5 (ASO5)

Business Unit: Assurance, Review and Complaints

Location: Nature Conservation House, Belconnen

Position Title: Client Review and Response Officer

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

At Housing ACT, 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 ACT reports separately as a public trading enterprise (PTE) and 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 Australian Capital Territory Public Service (ACTPS) is a value-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

The Assurance Review and Complaints team is responsible for a range of Complaint Handling, Quality Assurance and Review functions, making up a dynamic, agile and forward-thinking team. The team has primary responsibility for all complaint types, including compensations, review of decisions, Human Rights, and Ombudsman matters. The team is also responsible for supporting Housing ACT first line of defence and undertakes a range of quality assurance and review activities with a key focus on continuous quality improvement.

The complaints intake service operates during normal business hours of 08.30am and 5.00pm and promotes a collaborative approach to achieving shared team goals.

POSITION OVERVIEW

The ARC team carries a substantial workload and as the Client, Review and Response Officer you must be able to effectively manage your own workload while accepting delegated tasks as required. It is important that you can effectively prioritise and implement practical solutions, including knowing when to escalate issues to your supervisor.

You will be self-motivated, responsive and show initiative, and have sound judgement, professional resilience, and personal drive. You can think on your feet and work effectively under pressure and within time deadlines to deliver high-quality customer service and complaint management services.

We are looking for someone who is interested in how the Housing and Homelessness Program supports and engages with the vulnerable ACT community to manage and triage complaints. As the Client Review and Response Officer you will work in a small team and provide a key role to support the wider team to deliver its objectives and work collaboratively across the ARC team.

In addition to generalist administration skills, we are looking to develop Business Unit capability across a range of general areas, such as strategic and analytical thinking, teamwork, communication, written and problem-solving skills. We are continually updating and improving our systems, knowledge, and processes, and want staff who can adapt and work with others in a dynamic environment.

WHAT YOU WILL DO

The role of Client Review and Response Officer will include the following duties and responsibilities:

- Use organisational and procedural knowledge to inform decision making, mentor, train, upskill and support other team members and team leadership related to complex complaints.

- Be agile and flexible to delegated tasks, complete secretariat functions and be able to quickly switch focus to assist the team through the call intake service or responding to email enquiries as required to achieve business objectives.
- Undertake investigations, including utilising communication and critical thinking skills to accurately gather, assess and analyse relevant information in the context of compensation claims and reviews of decision, recommend monetary outcomes on claims, and suggest meaningful improvements in service delivery
- Apply legislation and sound reasoning to information provided by complainants to accurately identify complaints while supplying information to complainants about additional complaint pathways.
- Draft quality written correspondence for a range of audiences, including formal responses for clients, and information or advice in response to HRC, Ombudsman or Ministerial enquiries
- Maintain records in accordance with the Territory Records Act 2002.
- This position may involve direct supervision of 2 staff.

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. Self-management skills including the ability to manage own workload, work as part of a team, solve problems and work under direction.
2. Highly developed written and verbal communication skills, including the ability to prepare draft briefs, and correspondence, with high attention to detail.
3. Understanding of and experience with critical thinking and the ability to analyse and assess information to problem solve and make sound judgements on sensitive, complex and competing issues.

Behavioural Capabilities

4. Willingness to work within a culture of continuous improvement and think broadly to help develop solutions to complex problems.
5. Ability to self-regulate and be self-aware of professional and personal triggers to enable trauma informed responses when engaging with heightened and vulnerable clients.
6. The ability to integrate into a small or large team, seek and promote collaboration in line with ACTPS Signature Behaviours and Values.

Compliance Requirements / Qualifications

- CERT IV Social Housing or equivalent, e.g., social welfare, Community work, Social Science, or a related discipline are not mandatory but highly desirable
- Proficiency with Microsoft Office programs
- This position does require a pre-employment medical.
- This position does require a Working with Vulnerable People Check

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Complaints Officer 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Peaks and troughs	Occasionally
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)	Occasionally
Working in a call centre environment	Frequently
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	Occasionally

TRAVEL	FREQUENCY
--------	-----------

Frequent travel – multiple work sites	Never
Frequent travel – driving	Never
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	Occasionally