

POSITION DESCRIPTION

Directorate: Health & Community Services Directorate

Division: Housing Assistance

Business Unit: Gateway Services

Position Title: Senior Client Engagement Officer

Position Number: P72037

Classification: Administrative Services Officer Class 5 (ASO5)

Location: Nature Conservation House, Belconnen

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 ACT 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. With an aim to be an innovative and effective social housing provider and responsive to the needs of its clients.

Housing ACT assists the members of our community 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 ACT 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

Social Housing is provided by the government through Housing ACT and a range of community providers to low-income households and those people who are unable to find appropriate accommodation in the private rental market, such as people with a disability, people experiencing homelessness, people escaping domestic violence, people with mental health issues etc. Housing ACT also head leases properties to community organisations such as community housing providers and emergency and crisis accommodation service providers.

Client Services Branch – Gateway Services manages the processes for assessment of housing need and allocation of properties to clients and agencies. In addition to being assessed for eligibility for housing assistance, clients will also have the opportunity to identify support needs during an assessment interview that allows Housing ACT to engage services that can assist with the applicants' particular needs and build their capacity to sustain an independent social housing tenancy. Within the unit there are a range of administrative areas and teams:

CAP – is the primary access point into Housing ACT for applications, tenancy matters and maintenance. All staff in Gateway Services are responsible for providing face to face services in the CAP consistent with a human services approach. This team also manages the key phone entry point into Housing ACT and several administrative functions.

Intake Assessment Team - receives, assesses, processes and manages applications for housing assistance. Registrations may include applications for:

- priority assistance where applicants demonstrate high and complex needs, may be homeless, escaping from domestic violence or who are living with a medical condition or disability which impacts their ability to find housing.
- applications for, mutual tenancy exchange, transfers for eligible applicants; and,
- rental bond loans and safer families grants.

Social Housing register – Is a combined registration list of applications for both public and community housing. The Assessing Team also undertake assessments for entry into some of the community housing options.

Allocations - assess for and manage the processes for allocation and sign up of public housing resources, including matching resources to client need.

WHAT YOU WILL DO

Senior Client Engagement Officer will be responsible for assessing complex client needs, determining eligibility for housing, matching resources to needs, implementing and applying legislation, policies and business rules and delivering front-line client services including assisting people accessing the Central Access Point.

- Engage and build rapport with a diverse range of clients and stakeholders, both internal and external.

- Undertake assessments of applications for housing assistance in accordance with the principles of client centred service delivery.
- Match resources to client's needs and circumstances.
- Apply legislation and policy within a human services environment.
- Provide clients with timely information and referrals.
- Prepare written material related to assessments, resource allocation, decision making and other government requirements.
- Maintain sound record keeping practices.
- Work within and support the work of a small team.
- Represent Housing ACT in a range of departmental, government and community forums.
- Model behaviours consistent with the ACT Government's Respect, Equity and Diversity Framework and lead safe work practices that are in accordance with the Directorate's Work Health and Safety system.
- Perform other job-related duties as assigned.

The following legislation is relevant to the work of the position (ACT unless otherwise stated):

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| • <i>Fair Work Act 2009 (Cth)</i> | • <i>Information Privacy Act 2014</i> |
| • <i>Public Sector Management Act 1994</i> | • <i>Territory Records Act 2002</i> |
| • <i>Public Interest Disclosure Act 2012</i> | • <i>Discrimination Act 1991</i> |
| • <i>Freedom of Information Act 1989</i> | • <i>Work Health and Safety Act 2011</i> |
| • <i>Financial Management Act 1996</i> | • <i>Human Rights Act 2004</i> |
| • <i>Residential Tenancies Act 1997</i> | • <i>Public Rental Housing Assistance Program 2013 (1)</i> |
| • <i>Housing Assistance Act 2007</i> | |

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 commitment to high Quality, client centred service delivery to a diverse and complex client population, and the ability to engage and build rapport with clients including a sound understanding of the client group and why they may need housing assistance

2. Demonstrated ability to assess, match and deliver services to a diverse client group who demonstrate high, complex and priority needs.
3. Proven analytical and problem-solving skills of a high order including the ability to research, interpret and apply legislation, regulations and other guideline material relating to the operations of the work area.
4. Proven well developed oral and written communication skills including the ability to build relationships, liaise and negotiate with community and government services and colleagues.
5. Experience in undertaking a broad range of administrative tasks and maintaining clear and sound record keeping practices.

Behavioural Capabilities

6. Demonstrated ability, both independently and as part of a team to consistently achieve results, manage and report against workloads and competing priorities, promote and adapt work practices in response to changing demands within the workplace.
7. A demonstrated ability to uphold and promote the principles of workplace diversity, participative work practices and a demonstrated commitment to work in accordance with, and uphold the ACT Government's Respect, Equity and Diversity Framework and the Directorate's Work Health and Safety system.

Compliance Requirements / Qualifications:

- Current Drivers License
- Prior to commencing in this role, 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
- Relevant tertiary qualifications in Social Work, Community Development, or a related field are highly desirable.
- As this role is likely to work with Aboriginal and Torres Strait Islander families and young people, cultural awareness, the capacity to work with Aboriginal and Torres Strait Islander people is highly desirable.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of position number P72037 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	Occasionally
Sitting at a desk	Frequently

Standing for long periods	Occasionally
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• STANDARD HOURS	• FREQUENCY
Flexible working hours (access to flex time)]	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	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	Never
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	Never
Sequential repetitive movements in a short amount of time	Never

• TRAVEL	• FREQUENCY
Frequent travel – multiple work sites	Occasionally
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