ACT Government
Health and Community Services

POSITION DESCRIPTION

Directorate: Health and Community Services

Division: Housing Services ACT

Business Unit: Commercial Services & Strategy

Position Title: Project Support & Coordination Officer

Position Number: P00577

Classification: Administrative Service Officer 6 (ASO6)

Location: Nature Conservation House, ACT

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 Services 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. Housing ACT aims to be an innovative and effective social housing provider, responsive to the needs of its clients.
Housing Services ACT assists 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 Services 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

Commercial Services and Strategy leads the development of end-to-end planning and operational frameworks for Housing Services ACT and cross-Directorate housing and homelessness programs. The team works closely with internal stakeholders to support the implementation of government priorities, including Commonwealth-funded initiatives, and to deliver reforms aligned with the Territory's housing and homelessness objectives.

The team provides project management, commercial, procurement and grants support, contributes to business case development, develops costing models and contributes to the establishment of community leasing arrangements and commercial agreements that support effective and accountable service delivery.

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.

POSITION OVERVIEW

The Project Support and Coordination Officer sit within the Commercial Services and Strategy team and plays a key role in supporting the planning, delivery, and implementation of strategic housing and homelessness initiatives across Housing Services ACT.

The position provides project management, coordination and commercial support to the development and implementation of new and existing programs, ensuring initiatives are delivered on time, within scope and aligned with Government priorities. Working closely with internal stakeholders, the role contributes to the operationalisation of approved business cases, including Commonwealth-funded initiatives, and supports the successful transition of projects into sustainable business-as-usual operations.

The successful occupant will demonstrate project management and coordination skills, including the ability to manage competing priorities, develop project documentation, monitor milestones and risks, and support governance and reporting requirements. The role also contributes to the development of policy, program and commercial frameworks, including procurement, grants management, and contract administration activities.

The position requires demonstrated procurement and/or grants management skills, knowledge and experience, or the capacity to rapidly acquire and apply this knowledge in a complex government environment. The officer will provide support in the preparation of procurement and grant documentation, market engagement activities, evaluation processes, and contract establishment.

The position requires highly developed analytical, stakeholder engagement and communication skills, with the ability to build productive working relationships across Housing Services ACT, HCSD, and other Directorates. The role contributes to the preparation of whole-of-life costing models, commercial analysis, and evidence-based advice to support decision-making and achieve value-for-money outcomes for the Territory.

WHAT YOU WILL DO

Under broad direction the Project Support and Coordination Officer will:

- Coordinate and support the delivery of strategic projects, reforms and program initiatives.
- Support the development and implementation of procurement, grants and commercial strategies.
- Prepare and manage project documentation, plans, schedules, risk registers and governance briefs, reports and other correspondence.
- Support procurement and grant processes in accordance with ACT Government legislation, policies and frameworks.
- Contribute to the development of whole-of-life costing models, commercial assessments and business cases.
- Liaise with internal and external stakeholders to facilitate project outcomes and service delivery improvements.
- Monitor project performance, milestones and deliverables, and provide timely advice to management.
- Support the development of commercial frameworks, community leasing arrangements and standardised agreements.
- Contribute to continuous improvement initiatives and the implementation of housing and homelessness reforms.

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 experience in project coordination and management, including planning, implementation, monitoring, reporting, and risk management.
2. Experience supporting the delivery of projects, programs, services, procurement activities and/or grants within a government or similar environment.
3. Strong analytical, problem-solving and written communication skills, with the ability to interpret information, prepare quality documentation, and provide evidence-based recommendations.
4. Sound understanding of public sector governance, accountability, probity and value-for-money principles, or the ability to quickly acquire and apply this knowledge

Behavioural Capabilities

5. Strong stakeholder engagement, consultation and negotiation skills, with the ability to communicate effectively and influence outcomes.
6. Proven organisational and time management skills, including the ability to manage multiple priorities and work collaboratively to achieve team objectives.
7. Demonstrated initiative, adaptability and commitment to continuous improvement in a changing environment.

Additional Requirements / Qualifications

Highly desirable, not essential:

- Qualifications in project management, business, procurement, public administration or a related discipline.
- Experience applying ACT Government procurement and / or grants frameworks.
- Project management and / or procurement qualifications, for example, PRINCE 2 or Diploma / Certificate IV in Procurement and Contracting.
- Experience working within community services, human services or relating policy and program environments.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of the role 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	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)	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)	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)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally

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

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

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