ACT Government
Health and Community Services

POSITION DESCRIPTION

Directorate: Health and Community Services

Division: Housing Assistance

Business Unit Client Services Branch

Position Title: Aboriginal and Torres Strait Islander Housing Liaison Officer

Position Number: P61745

Classification: Senior Officer Grade C (SOGC)

Location: Belconnen, ACT

Last Reviewed: September 2026

Note: *This is an identified position in accordance with Section 27(4) of the Public Sector Management Act 1994 and is* ***only open to an Aboriginal and/or Torres Strait Islander person****. Aboriginal and/or Torres Strait Islander lived experience, and cultural capability is considered essential and confirmation of Aboriginal or Torres Strait Islander heritage may be requested.*

WHAT THE DIRECTORATE DOES

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 a division that resides within the Health and Community Services Directorate and is responsible for providing social housing and community services in the Territory. Housing Assistance is responsible for providing safe, affordable and appropriate housing that meets the needs and circumstances of low income and disadvantaged families. This includes funding and support for the specialist homelessness sector to assist and support homeless people in the ACT or those at risk of becoming homeless. In doing so, Housing Assistance helps to build their resilience and alleviate social isolation, building a safer, stronger and more inclusive community. The ultimate goal is to provide stable long-term affordable housing and provide tenants with greater opportunities to fully participate in social, economic, civic and recreational activities and reach their full potential.

Housing Assistance is committed to excellence and the highest ethical standards in dealing with clients and other stakeholders. The principles most highly valued by the division are problem solving, empathy, teamwork, professionalism and leadership. The Division is responsible for providing strategic direction and leadership of the ACT Government's public and community housing portfolio, consisting of over 12,000 properties, and the delivery of a capital program in excess of $36 million per annum, which includes the sale, purchase, construction and redevelopment of housing stock.

A significant number of clients need more support that will assist them to obtain and maintain an independent lifestyle. These include clients who present with complex social needs such as:

- domestic violence
- mental or physical disabilities
- chronic medical conditions
- drug and alcohol issues, and
- diverse cultural and linguistic backgrounds

Housing Assistance works in partnership with people from culturally and linguistically diverse backgrounds and with the broader community sector. We contribute to building sustainable linkages and partnerships to foster a stronger ACT community.

BUSINESS UNIT OVERVIEW

Housing Assistance is responsible for the provision of social housing in the Territory and operates as a landlord. The division allocates, manages, and maintains public and community housing properties and coordinates comprehensive support services as well as community participation programs for its tenants. It provides support for people who are disadvantaged or experiencing a crisis through a variety of programs, including services targeted at preventing homelessness and assisting people to transit through homelessness into stable housing.

Business units work towards these 6 key objectives as outlined in the *Housing Assistance Branch Plans*:

1. Deliver empowered, smart, connected, and innovative client services
2. Grow, renew, and maintain social housing
3. Reduce homelessness
4. Become a trusted and innovative landlord
5. Become a viable Public Trading Entity
6. Support and develop a capable workforce, fostering a culture of professionalism and wellbeing

The Client Services Branch is responsible for the management of more than 11,000 public housing tenancies and for providing advice/ support to public housing tenants and stakeholders on diverse and often complex issues. The Branch Units provides support through engagement and through coordinating support services to ensure long-term housing solutions and sustainable tenancies. The Branch Units are responsible for the following outcomes:

- Lead organisational refocus on the client and their experience in accessing, sustainment of tenancy and provision of support beyond provision of public housing
- Effective and accessible application, assessment and allocation procedures
- Support sustainment of tenancies
- Service consistency and improvement through development and adherence to quality procedures and codification of practices through the Integrated Management System
- Lead and model collaborative client and community consultation

- Elevate the use of data to support performance monitoring, development of new services, and provide input into the strategic policy

POSITION OVERVIEW

The Aboriginal and Torres Strait Islander Housing Liaison Officer facilitates access to safe, sustainable housing for Aboriginal and Torres Strait Islander people, bridging the gap between applicants and tenants and housing services. They are responsible for providing culturally safe support to applicants and tenants through outreach, advocacy, community engagement and uplift of current systems.

The Aboriginal and Torres Strait Islander Housing Liaison Officer is responsible for:

- Application and Tenancy Matters: Supporting applicants and tenants to understand their rights and responsibilities and assisting with their housing matters
- Cultural Support: Delivering culturally appropriate services, providing advice to staff on cultural matters, and ensuring services are culturally safe
- Outreach and Engagement: Conducting Aboriginal Community Controlled Organisations (ACCO) outreach to support clients and their housing needs
- Advocacy & Partnerships: Developing strong, trusting relationships with Aboriginal clients, families, and ACCOs
- Case Management: Developing, monitoring, and delivering individualised housing support plans to sustain tenancies and improve wellbeing
- Policy Development: Assisting with the development of culturally relevant housing policies and reporting on community needs

The position delivers innovative, flexible, and time-limited responses to help clients navigate immediate challenges and connect with appropriate external services, with the aim of strengthening their capacity to manage future situations and sustain their tenancy. Officers use a relationship-based, trauma-informed and results-focused approach, collaborating with other staff to support positive long-term tenancy and social outcomes.

Cultural Capability and Safety

The ACT Public Service (ACTPS) is committed to centering the voices of Aboriginal and Torres Strait Islander people and being guided by their unique and valuable lived experiences. This position has a strong focus on Aboriginal and Torres Strait Islander outcomes and requires a demonstrated understanding of historical and contemporary cultural contexts, specifically regarding attraction, retention and career development of Aboriginal and Torres Strait Islander employment pathways and building cultural capability.

You will demonstrate cultural capability when engaging with community, Elders and Traditional Custodians and other Aboriginal and Torres Strait Islander people.

We acknowledge that this role may result in an increased cultural load, and we are committed to ensuring a culturally and psychologically safe environment. The ACTPS has a range of culturally safe supports in place including mob led staff networks, designated Aboriginal and Torres Strait Islander support through our Employee Assistance Program and access to cultural debriefing as required.

WHAT YOU WILL DO

Under broad direction of the Senior Director, the Aboriginal and Torres Strait Islander Housing Liaison Officer will:

- Deliver high-quality customer service to clients and stakeholders
- Assess complex client needs and develop strategies that support tenancy stabilisation
- Conduct client meetings and home visits to address property standards, debt, complaints, and support needs
- Mentor and upskill team members to embed culturally safe, trauma-informed, client-centred best practice
- Represent Housing Assistance at forums and case conferences, advocate for complex clients, and maintain collaborative internal and external relationships
- Contribute ideas for service improvement and operational change
- Review, interpret, and apply relevant legislation, policy, and procedures
- Maintain accurate records, analyse data, and assist in monitoring Key Performance Indicators
- Prepare high-quality file notes, complaint responses, briefs, Ministerial responses, and other documentation in a timely manner
- Manage a varied workload with flexibility to address emerging issues
- Consistently model and follow Work Health and Safety practices

SELECTION CRITERIA

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

Note: Please take into consideration the duties and personal qualities outlined above when addressing how you have demonstrated the selection criteria. The examples supporting the selection criteria are intended to assist you by providing context and as such you are not expected to specifically address the examples in your responses.

Professional / Technical Skills and Knowledge

1. Strong leadership, coaching, and mentoring skills to support colleagues and contribute to a high-performing team
2. Experience working with clients with complex needs, with commitment to innovative, flexible service responses and the ability to build productive internal and external networks that achieve results
3. Well-developed interpersonal, written and verbal communication, negotiation, and representation skills, including the ability to prepare clear and accurate case notes, action plans, reports, and correspondence
4. Strong knowledge and understanding of the historical and contemporary issues that impact Aboriginal and/or Torres Strait Islander peoples and communities and a demonstrated awareness of cultural protocols and processes
5. Understanding of the community services sector and government support systems, along with sound knowledge of case coordination principles, trauma-informed practice, and practical strategies for working with people experiencing complex circumstances

Behavioural Capabilities

6. Ability to lead by example and foster collaboration within the team and across the Branch by encouraging shared practices, resources, ideas, and partnerships that improve outcomes for clients and staff

Additional Requirements / Qualifications

Essential: Current driver's license and Working with Vulnerable People Card or willingness to obtain.

Desirable: Relevant qualifications or strong demonstrated industry experience in Social Work, Community Development or a related field (preferred but not essential).

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements 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	Occasionally
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	Frequently
Peaks and troughs	Occasionally
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)	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)	Frequently
Working outdoors	Frequently

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

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Frequently
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	Frequently