

POSITION DESCRIPTION

Directorate: Health & Community Services Directorate

Position Number: P69050 (Several)

Division: Chief Operating Officer

Classification: Senior Officer Grade B (SOGB)

Business Unit: Government, Ministerial and Assembly Business Branch

Location: Canberra

Last Reviewed: June 2026

Position Title: Directorate Liaison Officer (DLO)

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

The Division of the Chief Operating Officer is responsible for the provision of advice and support to HCSD, Senior Executive and Ministers. On a day-to-day basis, the Division is responsible for Government, Ministerial and Assembly Business, Human Resources, Communications and Engagement, Business Transformation and Systems, and the Social Services Regulation Branch and the Office of the Senior Practitioner.

BUSINESS UNIT OVERVIEW

The Government, Ministerial and Assembly Business Branch is responsible for a broad range of functions, including the delivery of ministerial and government services, coordination of Assembly and Cabinet business and Freedom of Information on behalf of HCSD.

The team operates in a fast-paced work environment across the division and Directorate, providing customer-focused, high-quality coordination, quality assurance and timely advice to support the HCSD Executive.

The Directorate Liaison Officer (DLO) role sits within the Ministerial and Government Services team and reports to the Senior Director, Ministerial and Government Services.

POSITION OVERVIEW

The DLO position is a critically important role as the conduit for the directorate to our Ministers Offices. DLOs are the directorate's representative and first point of contact within a ministerial office. In this role, they perform a range of functions intended to provide a comprehensive and responsive service to the Minister, the Minister's Office, the Directorate-General, and the directorate.

Taking on a DLO role allows you to gain a unique perspective on how the ACT Legislative Assembly works, to improve your visibility across the directorate and to understand how the activities of the directorate fit into the big picture. The DLO role has significant contact with directorate officers, and the successful applicant will work with a high degree of sensitivity and confidentiality as well as a highly responsive approach in responding to tight deadlines.

The DLO role may be expected to work extensive hours over a significant period due to the nature of the duties. The DLO role includes a DLO Allowance, which is 7% of the fortnightly rate of pay for the employee's classification calculated on ordinary hours worked in that fortnight, paid fortnightly in arrears. It is not paid during leave and does not count as salary, except for super.

This position does not involve direct supervision of staff.

The DLO position is a rotational placement, usually of 12 months duration

WHAT YOU WILL DO

As the Directorate Liaison Officer, you will:

- Develop and maintain productive relationships between Ministers Offices and the directorates executives, officers and other key stakeholders,

- Act as a conduit for the directorate by providing high level professional advice to the Minister and their Office and to the directorate; ensuring the directorate remains aware of and responsive to operational requirements and any relevant matters in a timely manner,
- Effectively coordinate workflows, providing responsive and appropriate administrative support on portfolio information including but not limited to ministerial correspondence, ministerial briefings, reports, Cabinet documents and government processes,
- Maintain a high-level understanding of emerging issues and advise the Director-General and Executives of these issues in a manner suitable to the urgency of the matter,
- Demonstrate a high degree of sensitivity and discretion to the information that crosses your desk, and 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.

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. Excellent administrative and organisational skills, and a demonstrated ability to take initiative, plan, prioritise, co-ordinate and manage workflows to deliver objectives while operating in a complex and high-pressure environment with limited supervision.
2. Demonstrated knowledge, or the ability to quickly acquire knowledge, of Cabinet, ACT Legislative Assembly, ministerial and government processes as well as the Directorates functions, business priorities, and portfolio matters.
3. Demonstrated capacity to think strategically and use sound judgement to problem solve and support the provision of high-level strategic and technical advice in relation to Cabinet and Assembly procedures and processes and other Whole of Government issues.

Behavioural Capabilities

4. Demonstrated ability to build and sustain collaborative working relationships with internal and external stakeholders to achieve results, including a demonstrated ability to manage sensitive and confidential issues discretely and with integrity.
5. An ability to communicate clearly, with influence through strong interpersonal, oral and written communication skills, including the ability to negotiate, liaise and represent for the directorate.
6. Demonstrated achievement in modelling ethical behaviour and driving team commitment to deliver outcomes aligned to the ACTPS Values and Signature Behaviours and Government priorities, and to achieving consistently high service

standards.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of the Directorate Liaison Officer (P24142)/several 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	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
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)	Never
Working in a call centre environment	Never
Working directly with the public	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
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Lifting 0 – 5kg	Never
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
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
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Never
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never