

POSITION DESCRIPTION

Directorate: Health and Community Services Directorate

Division: Housing Assistance

Business Unit: Housing and Homelessness Programs

Position Title: Review and Assurance Officer

Position Number: P09910

Classification: Administrative Services Officer 5 (ASO5)

Location: Belconnen

Last Reviewed: July 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 CSD 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, 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

Are you a proactive and highly organised professional with an interest in quality assurance, continuous improvement and public sector governance? The Review and Assurance Officer support the Assurance, Review and Complaints team to deliver reviews, complaint management and quality assurance functions that promote accountability, service excellence and positive client outcomes across Housing ACT.

This diverse role offers the opportunity to contribute to meaningful work that supports some of the ACT's most vulnerable community members. Working closely with a range of internal and external stakeholders, you will analyse information, identify opportunities for improvement, prepare quality correspondence and contribute to review and assurance activities that help strengthen Housing ACT's services, systems and decision-making.

WHAT YOU WILL DO

As the Review and Assurance Officer you will provide a key role to support the wider team to deliver its objectives under general direction, and as required:

- Deliver high-quality administrative, secretariat and business support services to the Assurance, Review and Complaints (ARC) team, including coordinating meetings, managing records, responding to enquiries and supporting reporting activities.
- Undertake reviews, quality assurance activities and business improvements projects including researching and analysing relevant legislation, policies, data and information and contributing to the development and maintenance of procedures, work instructions and standard operating procedures.
- Identify issues and opportunities for improvement, undertake quality assurance checks and provide recommendations to support business improvement, complaint resolution and effective governance outcomes.
- Prepare high-quality correspondence, reports and briefings for a range of stakeholders,

including clients, complaints, executives and the Minister.

- Understand and work within the ACTPS Code of Conduct and ACTPS values of respect, integrity, collaboration and innovation, and model behavior consistent with the ACTPS Respect, Equity and Diversity Framework.
- This position does not involve direct supervision of 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. Demonstrated ability to undertake administrative, review and quality assurance activities, including researching, analysing and interpreting legislation, policies, procedures, data and business information to support evidence-based recommendations and outcomes.
2. Well-developed written and verbal communication skills, including the ability to prepare clear and accurate correspondence, reports, briefs and other documentation for a range of audiences, with a high level of attention to detail.
3. Sound organisational skills, including the ability to manage competing priorities, maintain accurate records, utilise business systems and contribute to the effective delivery of business objectives within a regulatory or public sector environment.

Behavioural Capabilities

4. Demonstrate effective interpersonal skills and build productive working relationships, working collaboratively with colleagues and stakeholders to achieve positive outcomes.
5. Demonstrate personal accountability, sound judgement and initiative, including the ability to solve problems, manage workload effectively and contribute to continuous improvement activities.
6. Model behaviors consistent with the ACTPS values of respect, integrity, collaboration and innovation and demonstrate a commitment to equity, diversity, inclusion and high-quality customer service.

Compliance Requirements / Qualifications

- Management systems, Auditing or Project Management qualifications are desirable
- Proficiency with Microsoft Office programs
- 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 Review and Assurance 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
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Occasionally
Fixed or specified start/finish times	Frequently
Access to Accrued Days Off (ADO's)	Never
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	Occasionally
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	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
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	Occasionally
Exposure to potentially distressing case material	Occasionally

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