

POSITION DESCRIPTION

Directorate: Health & Community Services Directorate

Division: Housing Assistance

Business Unit: Client Services Branch

Position Title: Client Engagement Officer

Position Number: P56810

Classification: Administrative Services Officer Class 4 (ASO4)

Location: Belconnen, 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

At Housing Assistance, 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.

BUSINESS UNIT OVERVIEW

The Client Services Branch supports the management of over 12,000 public housing tenancies. Advice and support are provided to public housing clients and stakeholders on diverse, and often complex, issues. The Branch is responsible for monitoring property conditions on behalf of Housing ACT and advising on asset maintenance issues. As the organisation's primary interface with the community, our service delivery aimed at providing quality client-centred responses to meet the needs of public housing clients.

The Branch is responsible for coordination of support services and community participation programs, and we seek to ensure long-term housing solutions and sustainable tenancies. Our functions also include the management of neighbourhood disputes, the monitoring of property conditions, and advice on asset maintenance issues. We place emphasis on our staff's wellbeing, and are committed to providing a safe, productive, and rewarding place of work.

POSITION OVERVIEW

The Client Engagement Team comprises the Call Centre Team, the Rebates Team, and the Housing Service Centre Team. Team members work collaboratively across these areas, regularly rotating through each function and applying their skills and experience to support service delivery.

The Call Centre Team manages up to 200 calls per day and is also responsible for a range of administrative tasks. Work is undertaken on a rotational basis, with all team members contributing to the effective management of workload and client enquiries.

The Housing Service Centre Team provides face-to-face service to clients and assists with a broad range of enquiries. The team also manages a dedicated inbox through which applicants submit housing applications and supporting documentation electronically.

The Rebates Team processes approximately 18,000 rebate assessments annually. This work involves calculating tenants' rent and assessing eligibility for rental rebates over a 12-month period, ensuring accurate and timely outcomes for clients.

WHAT YOU WILL DO

Client Engagement Officers are responsible for providing client centred support to a diverse range of people. The position deals with clients either in-person, by email or telephone and sound communication skills are required to deal with different situations which may arise. Cultural awareness, some understanding of the complexities of housing and respect for people are important knowledge and attributes for working in for this position.

Client Engagement Officers are responsible for responding to initial client concerns and complaints and are required to work across the Branch's business units, as required, providing both operational and general administrative to support efficient service.

The following job tasks and outcomes outline what you will do and achieve in the role:

- Provide high-quality frontline client-centered delivery and support.
- Escalate or refer to special needs clients for appropriate assistance.
- Respond to client concerns and complaints.
- High level liaison skills in managing internal and external stakeholders as required.
- Provide high level administration support for tasks such as managing the dedicated email inbox, rental documentation, and applications.
- Manage files, records, and track progression of all documentation with appropriate entries on the Homenet and related systems.

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 provide high quality customer service to a diverse range of clients.
2. A high level of effective communication (oral and written), interpersonal and liaison skills and the ability to develop effective relationships with clients and with support services.
3. Highly developed organisational skills, including a high level of attention to detail, and experience in meeting tight deadlines and achieving results.
4. Experience in using a range of IT business and office applications.

Behavioural Capabilities

5. Demonstrated ability to work both independently and cooperatively in a high paced team environment including the capacity to utilise team resources effectively.
6. A demonstrated commitment to work in accordance with, and uphold the ACT Government Respect, Equity, Diversity and Inclusion Framework, the Directorate's Work Health and Safety system and participative work practices.

Compliance Requirements / Qualifications

- This position does require a Working with Vulnerable People Check.
- This position does require a National Police Check.
- As this role is likely to work with Aboriginal and Torres Strait Islander families and young people, cultural awareness, and 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 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	Frequently
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Occasionally

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
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	Frequently
Working directly with the public	Frequently

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

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
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	Never

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	Frequently
Personal Protective Equipment (PPE) required	Never