

POSITION DESCRIPTION

Directorate: Health and Community Services
Directorate

Position Number: P62802

Division: Housing Assistance

Classification: Administration Services Officer
Class 6 (ASO6)

Business Unit: Client Services Branch

Location: Belconnen

Position Title: Tribunal Advocate

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 Assistance 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. With an aim to be an innovative and effective social housing provider and responsive to the needs of its clients while fostering a safe strong and cohesive community.

Housing Assistance 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

The Client Services Branch supports the management of over 11,000 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

Tribunal Advocates report to the Assistant Director, Tribunal Services and are responsible for the management of housing matters before the ACT Civil and Administrative Tribunal (ACAT). In doing so, Tribunal Advocates represent the Commissioner for Social Housing at the ACAT on issues relating to tenancy breaches under the *Residential Tenancies Act 1997* including debt, property access, antisocial behaviour, and property condition issues.

WHAT YOU WILL DO

Tribunal Advocates work closely with Housing Managers and Team Leaders in Tenant Experience and other areas of Housing ACT on tenancy matters under the *Residential Tenancies Act 1997*. They provide advice and workshop solutions with staff for current and emerging tenancy matters. The following job tasks and outcomes outline what you will do and achieve in the role:

- Representing the Commissioner for Social Housing in matters before the ACAT
- Liaise with internal and external stakeholders including the Government Solicitor's Office, clients and their legal representatives
- Prepare documentation for matters before the ACAT including applications, client history and outcome reports
- Build and maintain good working relationships with clients and community organisation, members of the public, external legal representatives and other government agencies.
- Provide advice and support to the tenancy teams in relation to matters at ACAT
- Compliance and standards

The following legislation and their associated delegations may be relevant to the work of the position (ACT unless otherwise stated):

- *Residential Tenancies Act 1997*
- *Housing Assistance ACT 2007*
- *Fair Work Act 2009 (Cth)*
- *Public Sector Management Act 1994*
- *Public Interest Disclosure Act 2012*
- *Freedom of Information Act 1989*
- *Financial Management Act 1996*

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. Highly developed oral and written communication skills and demonstrated to ability to use these skills to represent in adversarial proceedings at the ACT Civil and Administrative Tribunal.
2. Highly developed research and analytical skills including the ability to prepare complex reports and correspondence.
3. Demonstrated knowledge of relevant legislation and the organisational policies of Housing ACT and the Community Services Directorate.
4. Demonstrated ability to develop and maintain relationships with internal and external stakeholders, including community organisations.

Behavioural Capabilities

5. Demonstrated ability to exercise sound judgement, set priorities, to meet tight deadlines and to work both independently and cooperatively in a team environment.
6. Demonstrated achievement in modelling ethical behaviour and driving team commitment to deliver outcomes aligned to the ACTPS Values and Signature Behaviours, Government priorities, Code of Conduct, Respect, Equity and Diversity Framework and Workplace Health and Safety initiatives and to achieving consistently high service standards.

Compliance Requirements / Qualifications

- Current driver's licence.
- Prior to commencing in this role, a current registration issued under the Working with Vulnerable People (Background Checking) Act 2011 will be required. For further information on Working with Vulnerable People registration refer to: https://www.accesscanberra.act.gov.au/app/answers/detail/a_id/1804
- Relevant tertiary qualifications Law/Legal Studies, Policy or a related field are desirable but not essential.
- 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 an ASO5 Housing Manager 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
Designated workstation	Frequently

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	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	Never
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	Occasionally
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Frequently
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	Frequently
Exposure to potentially distressing case material	Occasionally

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