

POSITION DESCRIPTION

Directorate: Health and Community Services

Position Number: P07443

Division: Housing ACT

Classification: Senior Grade Officer B (SOGB)

Branch: Client Services

Location: 153 Emu Bank, Belconnen

Position Title: Director, Tenant Experience

Last Reviewed: September 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 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 11,000 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

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.

WHAT YOU WILL DO

Directors within Tenant Experience support Tenant Experience in the day-to-day leadership and management of teams, ensuring the effective delivery of housing services and operational outcomes. The role is responsible for managing complex matters, responding to emerging issues, and providing clear direction and support to staff in a dynamic service environment.

The Director oversees the consistent application of legislation, policy, procedures and operational instructions, providing advice and guidance to staff across a broad range of tenancy and housing assistance matters. The position plays a key role in monitoring service delivery, identifying operational risks, resolving escalated issues, and implementing practical solutions to support business outcomes.

Housing Assistance manages a significant and often rapidly changing workload in response to the needs of tenants, community organisations, industry stakeholders, oversight bodies and Government. As a result, the Director is required to effectively balance competing priorities, make sound operational decisions, and ensure matters are progressed in a timely and appropriate manner.

The position is responsible for building and maintaining productive working relationships with internal and external stakeholders, including community service providers and government agencies that support tenants with complex needs. The Director also contributes to workforce management activities, including recruitment, onboarding, performance management, staff development and wellbeing initiatives.

This role has direct supervisory responsibility and is accountable for fostering a positive team culture, managing performance, supporting staff capability development, and ensuring high standards of customer service and operational practice are maintained.

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 experience leading, supervising and developing staff, building workforce capability, fostering a positive team culture, and respectfully leading change within a dynamic operational environment.
2. Highly developed written and verbal communication, interpersonal, negotiation and networking skills, including the ability to work with complex clients, prepare high-quality correspondence and reports, and establish productive internal and external partnerships.
3. Demonstrated conceptual, analytical and problem-solving skills, including the ability to assess complex issues, analyse data, identify risks and opportunities, and make sound judgements in sensitive operational and policy environments.
4. Proven ability to manage a significant work area or function, including responsibility for human and financial resources, workforce planning, budgeting, financial oversight, service delivery and achieving organisational outcomes in a changing environment.
5. Demonstrated experience in data analysis, performance monitoring, KPI development, dashboard reporting and the use of business intelligence to inform decision-making, resource allocation and continuous improvement.

Behavioural Capabilities

6. Demonstrated understanding of government service delivery and the relationship with the community sector, with a strong commitment to customer service principles, collaborative problem-solving and achieving positive client outcomes.
7. Demonstrated commitment to staff safety and wellbeing, sound risk management practices, ethical decision-making, and the application of public service values, workplace respect, diversity, equity and work health and safety principles.

Additional Requirements / Qualifications

Essential:

- Working with Vulnerable People Card or willingness to obtain.
- Experience in requesting legal advice, preparing ministerial briefs, and related correspondence.
- 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 Executive Branch Manager, Client Services (position number P07443) and indicates how frequently each of these requirements would be performed. Please note that CSD 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)	Occasionally
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)	Occasionally
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)	Frequently
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	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
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
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	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Frequently

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