

Aboriginal Enquiry Officer Housing Contact Centre

- Industry leading training and career development
- 1 x Ongoing Full-Time
- Satellite Office Location: Bega
- Clerk Grade 5/6, Salary (\$87,493 pa to \$96,540 pa), plus employer's contribution to superannuation and annual leave loading
- A talent pool will be created for future ongoing and temporary roles

To meet the needs of Aboriginal communities in appropriate ways, it is important to have senior client service officers who are Aboriginal people. As a Client Service Officer, you will have the opportunity to:

- provide an Aboriginal perspective
- advocate on behalf of Aboriginal people in your community
- build strong relationships with partner agencies to support and strengthen families and cultural connections
- use cultural knowledge to help inform and shape service delivery

About the Role

This is an Ongoing role in accordance with the *Government Sector Employment Act 2013*.

The Housing Contact Centre (HCC) is a 24/7 contact centre operation of approx. 320 staff. The HCC office is located in Liverpool, with a satellite office in Broken Hill and Bega. The centre delivers phone support to NSW clients with access to social housing services, including Link2home crisis accommodation, Social Housing Applications and Rentstart bond loan service.

The centre manages the Aboriginal Enquiry line (AEL), Which Provides Culturally appropriate services to clients over the phone between 8:30 am to 4:30 pm weekdays.

An important part of this role is to work within a team of Aboriginal Enquiry Officers to closely oversee the AEL service and work with internal and external stakeholders to provide this service to our Aboriginal and Torres Strait Islander clients. While the enquiry line is primarily handled by Aboriginal and Torres Strait Islander Client Service Officers (CSO), this role will be to manage escalations, as well as lead the AEL line toward future change and development.

Closing Date: 11:59pm Wednesday 7 December 2022

Role enquiries: please contact Cinderella Cronan on 0402 330 653 or Cinderella.Cronan@fac.s.nsw.gov.au

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