

# Aboriginal Client Service Officer Housing Contact Centre

---

- Industry leading training and career development
- Generous leave entitlements
- 5 x Ongoing Full-Time
- Satellite Office Location: Bega
- Clerk Grade 2/4, Salary (\$70,151 pa to \$81,158 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 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.

This enquiry line is primarily handled by Aboriginal and Torres Strait Islander Client Service Officers (CSOs), who report to the Aboriginal Enquiry Line Officer in regard to enquiries to this line. Aboriginal and Torres Strait Islander CSOs will also deal with enquiries from non-Aboriginal and non-Torres Strait Islander clients as needed.

AEL staff also liaise with other HCC staff to impart understanding and ensure that Aboriginal cultural concerns are given proper attention in determining service delivery to Aboriginal clients.

HCC Aboriginal staff work in consultation/collaboration with Aboriginal Community Housing Providers (ACHP) and the Aboriginal Housing Office (AHO) to deliver culturally appropriate responses to housing needs, guided by principles of self-determination and self-management for Aboriginal people.

---

**Closing Date: 11:59pm Monday 29 August 2022**

**For role enquiries please contact** Kathryn Sullivan via [kathryn.sullivan@facns.gov.au](mailto:kathryn.sullivan@facns.gov.au) or 0436 659 265.

**To apply**, visit [jobs.dcj.nsw.gov.au](https://jobs.dcj.nsw.gov.au) and quote job reference number: **51461**