

Aboriginal Senior Client Service Officer – Specialist

- Clerk Grade 5/6 Recruitment Pool
- Department of Communities and Justice
- Sydney Metropolitan (Various locations)

This recruitment campaign is to fill a Temporary vacancy for a period of up to 12 months and create a recruitment pool to fill future ongoing and temporary full-time vacancies if and when they arise in accordance with the Government Sector Employment Act 2013.

Being placed in a recruitment pool is a great opportunity to be considered for roles throughout an 18 month period. It means you will have opportunities to contribute to a range of initiatives and gain a wider range of experiences to grow your career, as well as providing you with the freedom to decide which opportunities to accept.

About us

The Department of Communities and Justice (DCJ) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Housing Services is one of the largest providers of social housing in the world, providing a range of housing solutions to meet the needs of today's community.

In partnership with the community, industry and individuals, Housing Services provide safe, decent and affordable housing opportunities for those most in need so that they can live with dignity, find support if needed and achieve sustainable futures.

About the Role

The Aboriginal Senior Client Service Officer Specialist (ASCSOS) assists clients with complex support and housing needs, providing specialised advice and making referrals to appropriate support services. You will be working directly with Social Housing Clients and their advocates to provide advice and assistance on housing options.

In these roles, you will be working across a range of Housing programs, policies and systems to maximise efficiency and service delivery outcomes as well as providing training, coaching and support to team members.

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

- Provide an Aboriginal perspective
- Advocate on behalf of Aboriginal people in your community
- Build strong relationships with partners agencies to support and strengthen families and cultural connections
- Use cultural knowledge to help inform and shape service delivery.

Essential Requirements

- Current NSW driver's licence
- Aboriginality is an essential requirement for this position. The position has been identified as an Aboriginal position in accordance with the provisions of Section 14 (d) of the *Anti-Discrimination Act 1977*.

What we can offer you

- Opportunities for learning, development, and internal career progression. DCJ invests in the professional development of their employees. Role specific training is available to all new employees to support them to feel confident in the work they do.
- Available locations: South Eastern Sydney, Northern Sydney and Sydney District, Western Sydney Nepean Blue Mountains District and South Western Sydney District.
- Salary range \$ 85,488 - \$ 94,327 p.a. plus employer's contribution to superannuation and annual leave loading
- 4 weeks annual leave per year of service
- Generous salary packaging options and other fringe benefits
- Flexible work practices.

How to apply

To apply candidates must submit a covering letter (2 pages maximum) which includes a response to the two (2) targeted questions below plus an up-to-date resume which clearly details their skills and experience as relevant to this role.

1. Please provide an example of how you have supported a culture of quality customer service in an organisation.
2. Please provide an example of how you have worked with other agencies or service providers to provide appropriate services to clients.

Candidates should read the Role Description and consider the Focus Capabilities when preparing their resume and cover letter.

Part of the assessment process will include additional online capability testing, skills testing or work samples in accordance with the new *Government Sector Employment Act 2013*; therefore you will be contacted to participate.

For further information about these opportunities we invite you to contact:

South Western Sydney District:

Kylie Mulcahy - kylie.mulcahy@facns.nsw.gov.au or on 0450 515 311

Western Sydney Nepean Blue Mountains District:

Vicki Jackett - vicki.jackett@facns.nsw.gov.au or on (02) 9831 0881

Sydney, South Eastern & Northern Sydney District:

Kylie Willis - kylie.willis@facns.nsw.gov.au or on (02) 9266 3941

Important

To ensure recruitment at the Department of Communities and Justice continues without interruption during the COVID-19 pandemic, some interviews and assessments may be performed using alternative methods.

This may include video interviewing, telephone interviewing and online assessments. If you are successful following review of your application, you may need to perform assessments and/or interviews via online platforms using a PC, laptop or smart phone. By doing so, we will be adhering to the strict social distancing advice currently in place.

You may also be asked to complete a Health Declaration Form in later stages of the assessment process.

If you're looking for general information about our reasonable adjustment process, you can email InclusionandDiversity@facns.nsw.gov.au

Thank you for your interest in this role. We look forward to receiving your application.

Applications close: 23 September 2020 at 11:59pm

If you experience technical difficulties when submitting your application, please contact Sarah Nguyen on (02) 9765 3775.

For more information and to apply please visit www.iworkfor.nsw.gov.au and search for Job title.