



## Job Description Form

# Client Services Team Leader

### Position Details

<b>Position Number:</b>	Generic
<b>Classification:</b>	Level 4
<b>Award/Agreement:</b>	Public Sector Award and Agreement
<b>Organisational Unit:</b>	Housing and Homelessness / Housing Services / District Office
<b>Location:</b>	Metropolitan and Regional WA
<b>Classification Date:</b>	December 2018
<b>Effective Date:</b>	May 2025

### Reporting Relationships

**This position reports to:**

Manager Client Services, Level 6 /  
Manager Housing Services, Level 6 /  
Area Manager, Level 6 /  
Area Manager North, Level 6 /  
Housing Services Team Leader, Level 5 /  
Administration Manager, Level 5

**Positions under Direct Supervision:**

This position may supervise a small team.





## About the Department

The Department of Communities is Western Australia's major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women's interests; community services; prevention of family and domestic violence; seniors and ageing; volunteering; and youth.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

## About the Housing and Homelessness Division

The Housing and Homelessness Division, as part of the Department of Communities, is responsible for leading the policy, planning and delivery of land, housing and built-form construction activities of the agency. The Division also leads the key portfolios of Homelessness, Remote Communities and Government worker housing. It's about more than building houses – it's about creating vibrant and inclusive communities that meet the needs of all types of people and contribute to individual and community wellbeing.

Housing and Homelessness objectives are:



- delivering and maintaining dwellings and assets required to enable the Department of Communities to deliver services to those with housing related needs and support the Western Australian housing market;
- delivering *All Paths Lead to Home* Strategy and homelessness services;
- delivering Aboriginal housing and remote communities' assets and services;
- leading WA Government housing policy and planning for social and affordable housing; and
- creating and supporting diverse and inclusive communities.

## Role Statement

This position is responsible for:

- leading and supervising a frontline Customer Service Team;
- implements, maintains and improves Customer Service policies and procedures, in conjunction with the relevant Manager;
- providing first point of contact on many occasions to the general public;
- assessing customer's eligibility and suitability for Department of Communities in Housing Services;
- approving Bond Assistance loans.



## Position Duties and Responsibilities

### 1. Supervision and Quality Assurance

- 1.1 Implements and maintains policies and procedures relating to customer service, making recommendations to the relevant Manager where process improvement opportunities are identified.
- 1.2 Inducts, trains and supervises the Customer Service Officers in all aspect of their duties and monitors their achievement of performance standards and target attainment including staff in small Branch offices where no Client Services Team Leader position exists (Regional areas only).
- 1.3 Conducts regular quality assurance checks to ensure compliance with policies and procedures.
- 1.4 Sets workplans and conducts regular performance appraisals, provides ongoing feedback, coaching and proactive support to Customer Service Officers.
- 1.5 Monitors and reviews team and individual performance and recommends improvement strategies to the relevant Manager and implements performance improvement strategies where required.
- 1.6 Models quality service aims and behaviours, developing, empowering and motivating staff to form a competent, cohesive team.

### 2. Service Delivery

- 2.1 Maintains a thorough knowledge of all Housing Services products and services and good knowledge of related community support and welfare agencies and ensures staff maintain a comprehensive, contemporary knowledge base.
- 2.2 Provides advice and assistance to customers on all aspects of services and products available from the Department of Communities in the Housing Services area.



- 2.3 Interviews customers to determine eligibility for the Department of Communities in the Housing Services area and assesses their need for assistance and manages the more complex enquiries and challenging clients.
- 2.4 Counsels customers on their housing requirements and other relevant welfare and support services, making referrals as appropriate and ensuring relevant authorities are complete.
- 2.5 Liaise with external groups and reviews decision making outcomes in relation to Tier 1 decisions.
- 2.6 Assesses and approves Bond Assistance loan applications.

### **3. Liaison**

- 3.1 Liaises with Regional Offices, other Government Departments, community support organisations, Social Workers, Occupational Therapists and other medical staff when determining clients' eligibility and need for the Department of Communities' Housing Services.
- 3.2 Liaises with Real Estate Agents and Landlords concerning the Department of Communities Housing Services.

### **4. Administrative Support**

- 4.1 Prepares reports and correspondence on outcomes and discussions arising from customer contact.
- 4.2 Formulates staffing rosters to cater for customer service areas in particular front counter and switchboard and ensures adequate staff resourcing (via rotation) of all other customer service functions.

### **5. Other**

- 5.1 Supports the Manager Client Services at staff section meetings and other networking and interagency meetings.
- 5.2 Applies Equal Opportunity and Diversity, Work, Health and Safety and ethical principles/practices in all aspects of this role.





## Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Communities performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

## Work Health and Safety Responsibilities

### **All Employees (and Volunteers / Trainees / Contractors)**

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

### **Supervisors (if applicable)**

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.



## Essential Work-Related Requirements (Selection Criteria)

1. Demonstrated commitment to the provision of outstanding customer service with sound decision making skills and the ability to provide quality advice.
2. Demonstrated ability to supervise and provide leadership to a high performing team.
3. Well-developed interpersonal skills with the ability to converse effectively and sensitively with people at all levels and build productive relationships.
4. Analytical, problem solving and conflict resolution skills.
5. Good written communication skills, particularly in the area of letter and report writing.
6. An ability to relate to, and work with, people from all walks of life, showing respect for their cultural differences and needs, in particular those of Aboriginal people.

## Desirable Work-Related Requirements (Selection Criteria)

1. A knowledge of public housing policies and services provided by community support agencies.

## Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position



and from time-to-time production of the licence may be required upon request by the Department.