**Job Description Form**

**Aboriginal Customer Support Officer**

**Position Details**

**Position Number:**  Generic

**Classification:**  Level 3

**Award / Agreement:**  PSA 1992 / PSGOCSAGA 2017

**Organisational Unit:** Service Delivery/ Regional and Remote Communities

**Location:** Northam

**Effective Date:** February 2019

**Reporting Relationships**

**This position reports to:**

DHW00458, Regional Manager, Level 8

**Positions Under Direct Supervision:**

This position has no subordinates.

**About the Department**

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; youth justice; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

**Role Statement**

This position is responsible for providing advice and assistance to Aboriginal customers and investigates complaints concerning tenancy problems.

**Duties and Responsibilities**

**1. Tenancy Support**

1.1 Provides advice and assistance to Aboriginal customers on all aspects of services and products available at a community and local level from Department of Communities – Housing.

1.2 Investigates complaints concerning problem tenancies, advising tenants, liaises with Housing Services Officers and assists in developing mutually agreed outcomes.

1.3 In conjunction with Housing Services Officers, follows up on complaints from Aboriginal tenants, prepares reports, and arranges action and monitor progress.

1.4 Provides advice on sensitive Aboriginal issues.

**2. Liaison**

2.1 Liaises with Government and non-Government Agencies and community based groups to ensure the provision of assistance and ongoing support for Department of Communities - Housing Aboriginal tenants.

2.2 Liaises with Aboriginal communities and groups to ensure access to services.

2.3 Assists the region in conducting housing forums in the metro area of Western Australia to identify Aboriginal housing needs and planning priorities.

**3. Policy**

3.1 Consults with individuals, Aboriginal interest groups and community support agencies concerning Aboriginal tenancy needs and impact on current policy.

3.2 In conjunction with management and various intra-agency stakeholders, provides assessment of policies and procedures involving Aboriginal housing.

**4. Other**

4.1 Applies Equal Opportunity & Diversity, Occupational Safety and Health and ethical principles and practices in all aspects of this role.

4.2 Other duties as required.

**Essential Work-Related Requirements (Selection Criteria)**

1. For this position, Aboriginality is a genuine occupational qualification and is authorised under Section 50(d) of the Equal Opportunity Act 1984.
2. Well-developed interpersonal skills with demonstrated experience of having worked and engaged effectively with both Aboriginal and non-Aboriginal people in a sensitive manner.

3. Good communication skills including negotiation, mediation and liaison particularly with Aboriginal people.

4. Good analytical skills including research and problem solving skills.

5. Knowledge and understanding of Aboriginal culture and the underlying issues that impact on housing.

6. Good written communication skills including report writing.

7. Effective time management practices and organised work habits.

8. Ability to work cooperatively and collaboratively within a team environment.

**Desirable Work-Related Requirements (Selection Criteria)**

1. Knowledge of public housing policies and services provided by Government and non-Government community support agencies.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.
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.