

Position Description (Employee)

Public Space Liaison Officer

Division	City Life
Business Unit	Social Programs and Services
Grade/Band	Band 6
Date position description approved	13 August 2019

Council overview

At the City of Sydney our people are our most important asset and central to achieving our exciting and ambitious Sustainable Sydney 2030 – developing a green, global and connected city. The City of Sydney works to build socially sustainable communities that support a more inclusive Sydney – a city that is also more connected, liveable and engaged.

From our high-quality facilities to local services and initiatives, we are dedicated to delivering the best city environment for business, work, living and recreation.

Council values

Our people are custodians of public trust and confidence. In recognising this, we are committed to building a high performing culture built on the values of collaboration, courage, integrity, innovation, quality and respect. These six core values guide everything we do at the City.

Primary purpose of the position

The role of the Public Space Liaison Officer, (PSLO) is to work with a diverse range of stakeholders to reduce homelessness and its impact in Sydney.

PSLO's engage with people occupying public space who are homeless, begging and/or street drinking to link them with services and pathways to exit homelessness, improve amenity and manage the impact on public space.

Key accountabilities

- To patrol the Local Government Area (LGA) and engage with people who are homeless, begging or street drinking to link them with appropriate supports and services. Patrols are primarily conducted alone.
- To manage and proactively respond to decreased amenity caused by vulnerable groups who occupy the public space early, before they become entrenched or significant problems.
- To provide advice and information to stakeholders and the City regarding appropriate responses for address public space issues.

- The early detection of any unsafe or unhealthy conditions or behaviour and immediate action to investigate and rectify any risks to health, safety and welfare arising from any activity.
- To build collaborative and responsive relationships with internal and external stakeholders to foster high quality communication between the City, local residents, businesses and community organisations in relation to homelessness.
- To build trust and engagement with people sleeping rough, begging and/or street drinking across the inner city and to involve them in negotiating solutions to problems and issues that involve or impact upon them.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

Key challenges

- Facilitate the exchange of information between public space users and other stakeholders to promote responsible and shared use of public space and foster an environment of community inclusivity. Promoting fair use of the public space for all stakeholders.
- Coordinate the cleansing of areas and physically conduct regular clean ups, removing nominated and abandoned goods, needles, syringes and other waste ensuring that all relevant stakeholders are informed in advance where possible.
- Patrol the Local Government Area daily across a seven day a week roster building relationships with people who are rough sleeping, begging and/or street drinking and making appropriate referrals to relevant services.

Key relationships

Who	Why
Internal	
Manager Homelessness	<ul style="list-style-type: none"> • Receive advice and report on progress towards business objectives and discuss future directions. • Provide expert advice and contribute to decision making. • Identify emerging issues/risks and their implications and propose solutions.
Public Space Liaison Officers	<ul style="list-style-type: none"> • Support and coordinate workflow with other PSLO team members. • Raise jobs, risk flags or updates with all PSLO team members.
Stakeholders (Recruitment, HR Business Partners, Learning & Development, Business Improvement, City Spaces, Libraries and Parks)	<ul style="list-style-type: none"> • Provide expert advice on a range of homelessness related issues and strategies. • Optimise engagement to achieve defined outcomes. • Manage expectations and resolve issues.
External	
Stakeholders (DCJ, General Public Homelessness NGOs,	<ul style="list-style-type: none"> • Engage in, consult and negotiate the development, delivery and evaluation of homelessness. • Manage expectations and resolve issues.

Who	Why
Health Services, Police Services,) Rough Sleepers	<ul style="list-style-type: none"> • Identify and communicate needs with external stakeholders (referrals) required to meet rough sleepers current needs. • Negotiate and agree upon mutual agreements to manage public space.

Key dimensions

Decision making

The Public Space Liaison Officer is accountable for decisions regarding all homelessness and public space operational objectives and for the provision of advice to team members and relevant stakeholders on day to day operational decisions.

Reports to

Manager of Homelessness

Estimated number of indirect reports

Nil

Essential Knowledge, Skills & Experience

- Demonstrated experience in managing conflict and potentially violent situations; negotiate tactfully with people acting aggressively and; understand when to remove one self from a situation of risk.
- Demonstrated experience in engaging with people with a mental illness, intellectual disability, substance use issues and/or traumatic backgrounds.
- The ability to undertake the physical demands of the position, such as daily foot patrols throughout the city in different weather conditions, cleaning of public areas and lifting is a daily requirement of the role.
- Willingness to work alone, participate in a rotating roster and be available to work flexible hours including early mornings, and regular weekends.

Capabilities for the position

The City's capability framework outlines the capabilities everyone needs to work well in their role. They are expressed as behaviours that show expected knowledge, skills and our values. There are capabilities for **employees** and managers which provide clarity, common language and consistency.

Capability Group	Capability Name	Level
Personal attributes	Act with Integrity and Courage	Adept
	Demonstrate Accountability	Adept
	Manage Self	Adept
	Display Resilience and Adaptability	Adept
Relationships	Work Collaboratively	Advanced
	Communicate and Engage Respectfully	Advanced
	Community and Customer Focus	Adept
Results	Influence and Negotiate	Intermediate
	Deliver Quality Results	Intermediate
	Create and Innovate	Adept
	Plan and Prioritise	Intermediate
Resources	Think and Solve Problems	Adept
	Finance	Intermediate
	Technology and Information	Intermediate
	Assets and Tools	Intermediate
	Procurement and Contracts	Foundational

**This profile is subject to an organisation-wide review of capability profiles. The final profile may vary slightly.*

Focus capabilities

The capabilities in bold are the focus capabilities for this position. The focus capabilities are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at a satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Demonstrate Accountability	Adept	<ul style="list-style-type: none"> Is prepared to make decisions within own level of authority Takes an active role in managing issues in the team Coaches team members to take responsibility and follow through Is committed to safe work practices and manages work health and safety risks Identifies and manages other risks in the workplace
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> Initiates action on team/unit projects, issues and opportunities Accepts and tackles demanding goals with drive and commitment Seeks opportunities to apply and develop strengths and skills

		<ul style="list-style-type: none"> Examines and reflects on own performance Seeks and responds well to feedback and guidance
Personal Attributes Display Resilience and Adaptability	Adept	<ul style="list-style-type: none"> Is flexible, showing initiative and responding quickly to change Accepts changed priorities and decisions and works to make the most of them Gives frank and honest feedback / advice Listens when challenged and seeks to understand criticisms before responding Raises and works through challenging issues and seeks alternatives Stays calm and acts constructively under pressure and in difficult situations
Relationships Work Collaboratively	Advanced	<ul style="list-style-type: none"> Builds a culture of respect and understanding across the organisation Facilitates collaboration across units and recognises outcomes resulting from effective collaboration between teams Builds co-operation and overcomes barriers to sharing across the organisation Facilitates opportunities to develop joint solutions with stakeholders across the region and sector Models inclusiveness and respect for diversity in people, experiences and backgrounds
Relationships Communicate and Engage Respectfully	Advanced	<ul style="list-style-type: none"> Presents with credibility and engages varied audiences Translates complex information concisely for diverse audiences Creates opportunities for others to contribute to discussion and debate Demonstrates active listening skills, using techniques that contribute to a deeper understanding Is attuned to the needs of diverse audiences, adjusting style and approach flexibly Prepares (or coordinates preparation of) high impact written documents and presentations
Relationships Community and Customer Focus	Adept	<ul style="list-style-type: none"> Demonstrates a sound understanding of the interests and needs of customers and the community Takes responsibility for delivering quality customer-focused services Listens to customer and community needs and ensures responsiveness Builds relationships with customers and identifies improvements to services Finds opportunities to work with internal and external stakeholders to implement improvements to customer services

Results Think and Solve Problems	Adept	<ul style="list-style-type: none">• Draws on numerous sources of information, including past experience, when facing new problems• Demonstrates an understanding of how individual issues relate to larger systems• Makes appropriate recommendations based on synthesis and analysis of complex numerical data and written reports• Uses rigorous logic and a variety of problem solving methods to develop workable solutions• Anticipates, identifies and addresses risks and issues with practical solutions• Leads cross team/unit efforts to resolve common issues or barriers to effectiveness
---	-------	--