ROLE DESCRIPTION

Aboriginal Operations Manager – Balund-a

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corrective Services NSW/Community, Industry and Capacity/Reintegration	
Location	Tabulam	
Classification/Grade/Band	Clerk Grade 9/10	
Role Number	TBC	
ANZSCO Code	139999	
PCAT Code	1119192	
Date of Approval	9 October 2023	**Ref: CS0620**
Agency Website	www.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive, and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

Lead and manage a multidisciplinary team in the coordination and delivery of operational objectives, in particular the effective management of residents in the Balund-a Program. Develop and embed a teamwork approach and team culture to contribute to effective service delivery in compliance with divisional objectives and legislative requirements.

This role is committed to improving outcomes for the benefit of Aboriginal and Torres Strait Islander peoples.

Key accountabilities

- Lead a multidisciplinary team and maintain operational oversight of all aspects of the program.

- Implement, review and participate in the development of policies, procedures and standards for the Balund-a Program residents in accordance with the Division's strategic priorities.

- Establish and maintain facility systems regarding the monitoring of workload allocations and workload outputs to ensure a fair and equitable distribution of work and maintain quality standards.

- Identify and assist in addressing any issue impacting on service delivery generated either internally or externally.

- Identify staff development needs to ensure staff maintain awareness of contemporary correctional issues and acquire skills in identified areas.

- Maintain professional network with relevant departments and agencies to facilitate co-operation in the delivery of appropriate services to the facility and in compliance with Departmental objectives.

- Maintain regular contact with the Balund-a manager on the full range of operational and administrative matters.

- Implement processes to monitor and evaluate the quality of services and programs to ensure high quality delivery according to resident needs, in conjunction with departmental objectives.

- Provide operational oversight on cultural matters and continually drive and maintain the cultural ethos to the operations of Balund-a that supports cultural connection for the residents participating in the program.

Key challenges

- Being responsible for a multidisciplinary team, the operations and administration of the Balund-a Program with limited peer support and supporting team members with differing levels of experience and technical competence.

- Being responsible for oversighting residential management, with a cohort of residents who have a variety of complex needs and effectively supporting, resourcing, and maintaining the local vocational, health, education and support agencies that provide services to Balund-a residents.

- Maintaining ability to identify, respond to and implement changes related to major departmental initiatives while maintaining optimum performance at Balund-a and working cooperatively with CSNSW staff

Key relationships

Who	Why
Internal	
Manager, Balund-a Program	For reporting, leadership, guidance and support
Balund-a Program Support Team	To provide leadership, guidance, support and training
Other staff within Justice	For exchanging operational information and for providing advice, services and resources
External	
Government Agencies	Liaise with NSW Police, Health, FACS, Court and Tribunals and other relevant Government Agencies to manage effective service delivery
Non-Government Agencies	Liaise with a wide range of external organisations to support positive inter-agency relationships and collaborations and manage effective service delivery

Role dimensions

Decision making

The Operations Manager operates with a high level of autonomy and is expected to take correct decisions based on an individual assessment of each situation. Some decisions made by the Operations Manager may need to be conducted quickly to facilitate daily operations and other decisions are more strategic in nature to facilitate a clear direction and purpose to staff in accordance with Departmental objectives.

Reporting line

The role reports to the Manager, Balund-a Program

Direct reports

The role manages 4 Residential Centre Coordinators and 3 Industry staff, whilst providing operational oversight to a broad range of staff.

Budget/Expenditure

Nil

Key knowledge and experience

Demonstrated cultural capability, which includes lived experience, knowledge and understanding of contemporary social issues affecting Aboriginal & Torres Strait Islander people, including skills in identifying and/or responding to the diverse needs of Aboriginal people experiencing significant trauma and disadvantage.

Essential requirements

- Aboriginality (please refer to notes below)
- Current driver's licence and preparedness to drive a vehicle in the course of performing the role.

As an Identified role, this role is open only to Aboriginal and/or Torres Strait Islander persons, Australia's First Nations people.

Where a position is identified, an applicant's race is a genuine occupational qualification and authorised by Section 14(d) of the *Anti-Discrimination Act 1977*.

There are two alternatives to confirming your Aboriginality, one of which must be uploaded to be considered for the role as follows. **Either will be accepted:**

Confirmation of Aboriginality form

or

Written confirmation from 2-3 Aboriginal organisations within the community in which you live/work, which addresses the three criteria listed below:

- is of Aboriginal and/or Torres Strait Islander descent, and
- identifies as an Aboriginal and/or Torres Strait Islander person, and
- is accepted as a such by the Aboriginal and/or Torres Strait Islander community.

Appointments are also subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
Relationships	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial 'win-win' outcomes • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Anticipate and minimise conflict within the organisation and with external stakeholders	Advanced

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly	Adept
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate
People Management	**Manage and Develop People** Engage and motivate staff, and develop	• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes	Adept

| | capability and potential in others | • Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
• Develop work plans that consider capability, strengths and opportunities for development
• Be aware of the influences of bias when managing team members
• Seek feedback on own management capabilities and develop strategies to address any gaps
• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
• Monitor and report on team performance in line with established performance development frameworks | |

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	**Capability Name**	**Description**	**Level**
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Adept
	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate
People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept