

# ROLE DESCRIPTION

## Aboriginal Senior Program Coordinator

Portfolio	Communities and Justice		
Department	Department of Communities and Justice		
Division/Branch/Unit	Youth Justice / Aboriginal Strategic Coordination Unit		
Location	Parramatta		
Classification/Grade/Band	Clerk Grade 9/10		
Role Number	TBC		
ANZSCO Code	511112		
PCAT Code	1229192		
Date of Approval	HR to complete	Ref: YJ0170	
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 in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

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 by providing services that are effective and responsive to community needs.

### Primary purpose of the role

Lead the development, management, and implementation of initiatives that support the key priorities outlined in the Youth Justice Strategic Plan, while also contributing to the delivery of commitments within the Aboriginal Strategic Coordination Unit's business plan.

The Aboriginal Senior Program Coordinator oversees a multidisciplinary team responsible for delivering services and programs designed to reduce youth reoffending, support positive outcomes for young people, facilitate their reintegration into the community, and enhance overall community safety.

This role is committed to improving outcomes for the benefit of Aboriginal and Torres Strait Islander peoples and is committed to building a workforce that better reflects the perspectives of the Aboriginal and Torres Strait Islander communities we serve.

### Key accountabilities

- Develop and maintain relationships with the Aboriginal community and key stakeholders to successfully deliver projects.

- Manage and oversee major aspects of project management and implementation, including monitoring project plans, coordinating resources, and managing budgets.
- Drive projects aimed at reviewing, monitoring, and enhancing the effectiveness of program development and service delivery for young people, their families, and communities.
- Prepare and present comprehensive project documentation – such as status updates, reports, budgets, and discussion papers – to keep key stakeholders informed and engaged.
- Provide timely, clear advice and communication to Youth Justice stakeholders regarding project progress and any implementation challenges.
- Lead and manage a multidisciplinary team delivering services and programs, ensuring efficient resource allocation, ongoing performance management, and professional development to enhance staff capabilities and service effectiveness.
- Collaborate closely with staff, Area Managers, and a broad range of government and non-government partners to promote coordinated service delivery and uphold best practice standards.
- Implement management decisions transparently, ensuring staff are fully briefed on current initiatives, understand expectations clearly, and have confidence in leadership – consistent with Departmental policies, procedures, and best practice guidelines.

## Key challenges

- Respond effectively to the needs of staff and clients within a complex, high-demand environment, while maintaining administrative accountability and ensuring the safety of both staff and the community.
- Lead and support staff through ongoing changes to policies and procedures, fostering adaptability and promoting continuous improvement in service delivery.
- Advocate creatively for clients to access services despite limited resources or restrictive eligibility criteria, identifying innovative solutions to address their needs.
- Navigate complex and sensitive political issues throughout project management to ensure strong stakeholder relationships and successful project outcomes.

## Key relationships

Who	Why
<b>Internal</b>	
Manager, Aboriginal Strategic Coordination Unit	Provide high level advice and reporting on the status of the project.
Project Team	Guide, support, coach and mentor team members. Work collaboratively to contribute to achieving team outcomes.
Managers and Staff within Youth Justice	Provide and receive information and advice relating to the project(s).
<b>External</b>	
Stakeholders, young people, other agencies and community	Consultations, negotiations and partnership arrangements listing any relevant engagement with peak community organisations that will require cultural capability.

## **Role dimensions**

### **Decision making**

- The main focus for decision making is to determine the appropriate response to issues and requests for information generated from a wide range of internal and external sources.
- The position holder acts independently to address issues and makes recommendations for endorsement by the Manager, Aboriginal Strategic Coordination Unit.
- Makes decisions on case work or case management with staff, such as appropriate referrals in line with case management policies and procedures. Allocate and manage staff workloads, performance and professional development.

### **Reporting line**

The role reports to the Manager, Aboriginal Strategic Coordination Unit.

### **Direct reports**

The role has 5 direct reports

### **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**

This is an identified position and only open to Aboriginal and/or Torres Strait Islander persons (see notes below for further information).

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**.


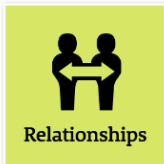
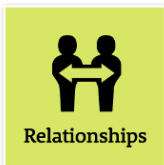
## Focus capabilities

*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	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of</li> </ul>	Adept


## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>the comment and respond appropriately</p> <ul style="list-style-type: none"> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	
 <p>Business Enablers</p>	<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Be flexible, show initiative and respond quickly when situations change</li> <li>• Give frank and honest feedback and advice</li> <li>• Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately</li> <li>• Raise and work through challenging issues and seek alternatives</li> <li>• Remain composed and calm under pressure and in challenging situations</li> </ul>	Advanced
 <p>Relationships</p>	<b>Communicate Effectively</b>	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
 <p>Relationships</p>	<b>Influence and Negotiate</b>	<ul style="list-style-type: none"> <li>• Negotiate from an informed and credible position</li> <li>• Lead and facilitate productive discussions with staff and stakeholders</li> <li>• Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>• Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes</li> <li>• Influence others with a fair and considered approach and sound arguments</li> <li>• Show sensitivity and understanding in resolving conflicts and differences</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Deliver Results</b>	<ul style="list-style-type: none"> <li>• Manage challenging relationships with internal and external stakeholders</li> <li>• Anticipate and minimise conflict</li> </ul>	Adept
		<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines</li> <li>• Use business data to evaluate outcomes and inform continuous improvement</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	
	<b>Think and Solve Problems</b>	<ul style="list-style-type: none"> <li>• Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence ·</li> <li>• Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience ·</li> <li>• Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>• · Seek contributions and ideas from people with diverse backgrounds and experience ·</li> <li>• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness ·</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept




## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 People Management	<b>Manage and Develop People</b>	<ul style="list-style-type: none"> <li>• Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes ·</li> <li>• Adjust performance development processes to meet the diverse abilities and needs of individuals and teams ·</li> <li>• Develop work plans that consider capability, strengths and opportunities for development · Be aware of the influences of bias when managing team members ·</li> <li>• Seek feedback on own management capabilities and develop strategies to address any gaps ·</li> <li>• Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way ·</li> <li>• Monitor and report on team performance in line with established performance development framework</li> </ul>	Adept
	<b>Optimise Business Outcomes</b>	<ul style="list-style-type: none"> <li>• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives ·</li> <li>• Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning ·</li> <li>• When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences ·</li> <li>• Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context ·</li> <li>• Monitor performance against standards and take timely corrective actions</li> <li>• Keep others informed about progress and performance outcome</li> </ul>	Adept



## 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	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 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	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate



COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate