|  |  |
| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corrective Services NSW, Community Corrections |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 5/6  |
| **Role Number** | Various |
| **ANZSCO Code** | 599999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 24 August 2021  | **Ref: CS0127** |
| **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

Provide advice and support to Community Corrections Officers in the case management of identified offender groups in a culturally sensitive manner and ensure appropriate case plans and supervision is implemented consistent with CSNSW mission of reduction of re-offending.

Identify and build collaborative community networks and partnerships to improve the effectiveness of community offender programs for identified offender group.

# Key accountabilities

* Provide advice and guidance to Community Corrections staff on the scope of culturally appropriate interventions for identified offenders and prepare recommendations on strategies to deal with offenders.
* Identify and build collaborative community networks and partnerships to improve the effectiveness of community based offender programs in Community Correction Offices.
* Liaise with community agencies, especially identified communities, to promote the aims of Community Corrections.
* Assist in establishing effective networks within in the Justice Cluster to assist Community Corrections to meet the goal of reducing re-offending.
* Advise on the development of an offender case plan that identifies strategies to achieve reduction in reoffending.
* Engage community agencies to provide support services to identified offenders in the community.
* Provide culturally relevant information and strategies to enable the offender to successfully integrate in the community and complete their orders.
* Act as a resource for Community Corrections Managers to develop effective CSNSW-wide culturally appropriate offender programs.

# Key challenges

* Managing competing priorities and high volumes of work given often limited resources.
* Working within the criminal justice framework with communities and offenders who may difficult, reticent or resistant through past experiences.
* Assisting to overcome cultural barriers, stereotypes and attitudes that may exist.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | Provide information and advice on the status workload  |
| Other staff within the immediateunit or CSNSW | Provide and receive information and advice relating to case management plansLiaising and consulting with correctional centre staff about Throughcare planning for identified offender group.  |
| **External** |  |
| Stakeholders, other agencies and communityOffenders and families | Provide information and advice. Maintain network of stakeholders to improve the effectiveness of community based programs.Provide support services to identified offenders and their families through conducting and participating in interviews.  |

# Role dimensions

## Decision making

The role sets priorities in consultation with the Manager Community Corrections to determine priorities and needs.

Exercises sound judgement in relation to confidential and sensitive treatment of information.

Contributes to the case plan decisions in line with the case management framework.

## Reporting line

Manager Community Corrections

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

Knowledge of the variety of culturally diverse communities and the issues faced by the communities when accessing the Department’s services

# Essential requirements

* Aboriginality / Arabic / Pacific Islander / Vietnamese or any other relevant cultural group.
* Current and valid driving licence and willingness to travel within NSW

Appointments are 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](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 logo | **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
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate |
| Personal Attributes logo | **Value Diversity and Inclusion**Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | * Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders
* Demonstrate cultural sensitivity, and engage with and integrate the views of others
* Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences
* Recognise and adapt to individual abilities, differences and working styles
* Support initiatives that create a safe and equitable workplace and culture in which differences are valued
* Recognise and manage bias in interactions and decision making
 | Adept |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English
* Clearly explain and present ideas and arguments
* Listen to others to gain an understanding and ask appropriate, respectful questions
* Promote the use of inclusive language and assist others to adjust where necessary
* Monitor own and others’ non-verbal cues and adapt where necessary
* Write and prepare material that is well structured and easy to follow
* Communicate routine technical information clearly
 | Intermediate |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services
* Design processes and policies based on the customer’s point of view and needs
* Understand and measure what is important to customers
* Use data and information to monitor and improve customer service delivery
* Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant customers within the community
 | Adept |
| Results logo | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Be proactive in taking responsibility and being accountable for own actions
* Understand delegations and act within authority levels
* Identify and follow safe work practices, and be vigilant about own and others’ application of these practices
* Be aware of risks and act on or escalate risks, as appropriate
* Use financial and other resources responsibly
 | Intermediate |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Understand project goals, steps to be undertaken and expected outcomes
* Plan and deliver tasks in line with agreed project milestones and timeframes
* Check progress against agreed milestones and timeframes, and seek help to overcome barriers
* Participate in planning and provide feedback on progress and potential improvements to project processes
 | Foundational  |

# 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 logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Relationships logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| 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 | Foundational |