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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Community Corrections | |
| **Location** | Various | |
| **Classification/Grade/Band** | Clerk Grade 9/10 | |
| **Role Number** | TBA | |
| **ANZSCO Code** | 139999 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 29 July 2021 | **Ref: CS0475** |
| **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

Manage operational resources across an office / hub to support the delivery of integrated and high-quality services to facilitate a reduction in re-offending and enhanced community safety.

Lead and develop staff whilst promoting a working environment that values teamwork, ethical behaviour and high performance to achieve quality service delivery outcomes and organisational objectives.

# Key accountabilities

* As a member of the Community Corrections office/hub Leadership Team, provide effective leadership and management to the team of staff delivering offender interventions in order to drive implementation and achieve required service delivery outcomes.
* Oversee caseloads, resourcing, workload management and quality assurance to ensure effective service delivery and quality standards are maintained consistent with Community Corrections Standards, Key Performance Indicators and Service Delivery Standards.
* Coach and mentor staff provide constructive feedback and facilitate ongoing professional development through a performance and development framework to actively contribute to a professional, empowering and respectful culture.
* Provide operational advice and support office / hub staff delivering offender interventions to meet service delivery outcomes in a consistent way.
* Identify any issue impacting frontline service delivery or systemic areas for development and work closely with the office / hub Leadership Team to address the issues and implement and monitor development activities.
* Implement and monitor continuous improvement to ensure high quality service delivery and provide operational advice and reports on performance.
* Be employed as a Community Corrections Officer, within the meaning of the *Crimes (Administration of Sentences) Act 1999*, and perform the functions (including the powers, authorities and duties) of a Community Corrections Officer from time to time as required.

# Key challenges

* Ensuring the equitable distribution and efficient management of caseloads within the office.
* Ensuring the work quality is high and consistently compliant with operational standards and improvement strategies are promptly implemented when deficiencies are identified.
* Promoting and maintaining a culture of high performance to contribute to a reduction in re-offending and enhanced community safety.
* Providing operational support and advice to staff and managers whilst effectively implementing the Department's strategic objectives and fulfilling higher level reporting requirements.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Community Corrections Manager | * Seek expert direction, advice and support. * Provide and receive information and feedback. |
| Community Corrections Staff | * Provide leadership and support to all staff within the location. |
| Other Community Corrections Managers | * Exchange information and co-ordinate services and resources. |
| **External** |  |
| Government Agencies , Non-Government Agencies | * Exchange information with NSW Police, Health, Community Services, Housing, Courts and Tribunals and other relevant government agencies to manage effective service delivery. |

# Role dimensions

## Decision making

The role operates with a high level of autonomy and is expected to exercise professional judgement in determining whether liaison with the Manager is required in relation to the decision. The Service Manager is expected to make correct decisions based on an individual assessment of each situation. Some decisions made by the Service Manager may need to be conducted quickly to facilitate daily operations.

## Reporting line

## Community Corrections Manager (Large)

## Direct reports

Depending on complexity of location this role, manages a team of up to 9 staff.

## Budget/Expenditure

Nil

# Key knowledge and experience

* Thorough knowledge and understanding of the criminal justice system and contemporary best practice in offender management within Community Corrections.
* Demonstrated experience in promoting continuous improvement and leading a team to deliver organisational priorities and quality outcomes.

# Essential requirements

* Tertiary qualifications in a humanservices related field (or equivalent experience in frontline human service delivery).
* Current driver's licence and preparedness to drive a vehicle in the course of performing the role. Travel requirements will vary depending on location.

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 | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | * Remain composed and calm and act constructively in highly pressured and unpredictable environments * Give frank, honest advice in response to strong contrary views * Accept criticism of own ideas and respond in a thoughtful and considered way * Welcome new challenges and persist in raising and working through novel and difficult issues * Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues | | | Advanced |
| 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 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 |
| Relationships logo | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding * Translate technical and complex information clearly and concisely for diverse audiences | | | Advanced |
| Relationships logo | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position * Lead and facilitate productive discussions with staff and stakeholders * Encourage others to talk, share and debate ideas to achieve a consensus * Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes * Influence others with a fair and considered approach and sound arguments * Show sensitivity and understanding in resolving conflicts and differences * Manage challenging relationships with internal and external stakeholders * Anticipate and minimise conflict | | | Adept |
| Results logo | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence * Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience * Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience * Seek contributions and ideas from people with diverse backgrounds and experience * Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness * Identify and share business process improvements to enhance effectiveness | | | Adept |
| Business Enablers logo | **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 logo | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes * 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 | | | Adept |
| People Management logo | **Manage Reform and Change**  Support, promote and champion change, and assist others to engage with change | * Support teams in developing new ways of working and generating innovative ideas to approach challenges * Actively promote change processes to staff and participate in communicating change initiatives across the organisation * Provide guidance, coaching and direction to others who are managing uncertainty and change * Engage staff in change processes and provide clear guidance, coaching and support * Identify cultural barriers to change and implement strategies to address these | | | 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 logo |  |  |  |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Advanced |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships logo |  |  |  |
| 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 logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| 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 | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Adept |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Adept |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Adept |