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| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Housing, Disability and District Services (Southern) /Illawarra Shoalhaven and Southern NSW Districts | |
| **Location** | Various | |
| **Classification/Grade/Band** | Clerk Grade 5/6 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 512111 | |
| **PCAT Code** | 2117392 | |
| **Date of Approval** | 20 April 2018 | **Ref: ILS 008** |
| **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

Supervise a team in the provision of efficient, effective frontline, administrative and site management services and support to ensure client focused, consistent high quality service delivery across DCJ Community Service Centres (CSC).

# Key accountabilities

* Supervise a team in the provision of administrative and clerical support and services to CSC management, casework teams and other professional staff in an efficient and effective manner to enable provision of client focused quality case management services.
* Implement effective, efficient administrative systems, including regular review, that integrate and comply with broader DCJ and CSC systems, policies and procedures and enable consistent high quality service delivery across Community Service Centres.
* Implement DCJ wide administrative policies and procedures, into local application to ensure particular CSC operational and client sensitivity requirements are met.
* Manage corporate data systems and CSC records, ensuring accuracy and relevance of data and information recorded to ensure compliance with CSC, Agency and legislative requirements.
* Manage and undertake frontline counter and switchboard duties, including develop and implement a roster of staff trained in handling complex and sensitive issues and information, to support the delivery of timely and appropriate CSC services to clients.
* Organise and oversee the provision of building and equipment maintenance services, including security, safety and accommodation requirements to safe, smooth operation of the CSC.
* Provide relevant and accurate business data and information sought by the senior managers and other key stakeholders to inform current and future business decision making.
* Manage the administrative team, including work allocation, performance management and professional development, to align resources and enable delivery of CSC priorities.

# Key challenges

* Managing a team that caters for both frontline support needs and core business functions in a particular high pressure environment with multiple stakeholders, competing priorities and firm deadlines.
* Ensuring administrative systems are developed that meet specific CSC needs whilst remaining integrated and compliant with Cluster and/or broader DCJ mandated systems.
* Managing administrative staff potentially exposed to sensitive information and/or activities efficiently and effectively across the complexities of a large, busy site and/or the geographical distance of one or more remote sites.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Line Manager | * Report directly to Line manager * Seek direction, advice and support * Provide information and feedback. * Provide timely, accurate information and strategic advice * Escalate issues as appropriate |
| Team members | * Provide information and advice * Coordinate work allocation * Provide support, supervision and feedback on work performance * Provide an effective and valuable two way liaison |
| Other DCJ Clusters / Divisions | * Liaise to ensure the provision of timely and accurate advice when requested * Develop and maintain effective working relationships * Negotiate/agree on timeframes * Set up appointments, meetings * Provide advice and correspondence where appropriate |
| **External** |  |
| Other Government Departments, Agencies and Non-government Organisations | * Respond to queries, when possible, or redirect to the relevant business area for view and resolution * Manage the flow of information, seek clarification and provide advice and response to ensure prompt resolution of issues |
| Clients/Customers | * Respond to queries where possible, or redirect relevant party for view and resolution * Contribute to client-focused approach to service provision |

# Role dimensions

## Decision making

## The role:

* Works with some supervision to set priorities of own and team workload in alignment with management.
* With some management guidance develops a suitable approach in managing own and team workload and provision of advice and input team planning and projects.
* Responsible for determining own and team actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own and team workload.
* Ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the DCJ Delegations for specific financial and/or administrative delegations for this role.

## Reporting line

The role reports to the Manager Client Services

## Direct reports

Senior Customer Service Officer 3 / 4

Customer Service Officer 1 / 2

## Budget/Expenditure

Nil

# Essential requirements

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 | | | | | | | | * Be flexible and adaptable and respond quickly when situations change * Offer own opinion and raise challenging issues * Listen when ideas are challenged and respond appropriately * Work through challenges * Remain calm and focused in challenging situations | | | | | | | | | Intermediate | | | | | | | |
| 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 | | | | | | | |
| 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 | | | | | | | | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | | | | | | | * Identify the facts and type of data needed to understand a problem or explore an opportunity * Research and analyse information to make recommendations based on relevant evidence * Identify issues that may hinder the completion of tasks and find appropriate solutions * Be willing to seek input from others and share own ideas to achieve best outcomes * Generate ideas and identify ways to improve systems and processes to meet user needs | | | | | | | | | Intermediate | | | | | | | |
| 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 | | | | | | | | * Clarify the work required, and the expected behaviours and outputs * Clearly communicate team members’ roles and responsibilities * Contribute to developing team capability and recognise potential in people * Recognise good performance, and give support and regular constructive feedback linked to development needs * Identify appropriate learning opportunities for team members * Create opportunities for all team members to contribute * Act as a role model for inclusive behaviours and practices * Recognise performance issues that need to be addressed and seek appropriate advice | | | | | | | | | 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 |  |  |  |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| 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 | Foundational |
| 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 | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |