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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | [Child Protection and Permanency, District and Youth Justice Services (Northern)](https://intranet.dcj.nsw.gov.au/__data/assets/pdf_file/0011/468668/Housing-Disability-and-District-Services-Southern.pdf) /Hunter District |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBC |
| **ANZSCO Code** | 139999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 2 June 2022  | **Ref: HUNT023** |
| **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

Facilitate engagement with the sector and communities to improve the local supply of services, whilst building collaborative relationships with providers and developing avenues for contract management that directly contribute to better outcomes for individuals, families, and communities.

# Key accountabilities

* Deliver contract management, monitor and evaluate provider performance and ensure compliance to promote performance and enable service delivery improvements to client outcomes.
* Contribute evidence-based analysis and advice on service delivery gaps, high risk services funding decisions that contribute to service improvements.
* Provide evidence-based advice to support service planning and delivery, including negotiations and consultation with providers, community, service users and other stakeholders, to enable informed decision making and maximising client outcomes.
* Provide accurate and consistent advice to service providers on governance, interpretation and application of policies to ensure delivery of quality services and compliance within a changing environment.
* Build collaborative key stakeholder relationships through provision of expert advice and assistance in developing the capability and capacity of service providers, organisations and other agencies to respond to sector reforms and initiatives and implement service improvement strategies.
* Undertake research, analysis and interpretation of relevant data to inform planning, purchasing and contracting services and work with funded organisations to adapt existing procedures.
* Contribute to complex documents including submissions, briefing notes and discussion papers in response to Ministerial and agency requests.
* Manage and evaluate projects to ensure alignment with relevant work plans, business strategies and organisational objectives

# Key challenges

* Developing personal and professional capabilities that align with a shift from compliance to facilitating service solutions and improvements
* Sustaining collaborative relationships with stakeholders that support innovative, flexible service delivery and improvement while maintaining effective contract management.
* Implementing commissioning and planning practice changes whilst maintaining “business as usual” compliance contract and monitoring.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager Commissioning and Planning/Senior Commissioning and Planning Officer  | * Report directly to Line Manager
* Seek direction, advice and support
* Provide information and feedback
 |
| Team members  | * Provide information and advice
* Provide an effective and valuable two-way liaison
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| DCJ Central Divisions  | * Implement policy and service delivery mechanisms
* Liaise with Lead commissioning and planning officers on performance and stewardship for funded organisations
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| DCJ Districts and Clusters  | * Liaise with service delivery staff across District to inform place based client centric, effective and flexible services and gap analysis
* Liaise with other Commissioning and Planning district leads on performance and stewardship for funded organisations
* Develop and maintain effective working relationships
 |
| **External** |  |
| Service providers including DCJ funded, non-funded and mainstream through local, State and Commonwealth funded program area  | * Engage with service providers
* Collaborate with service providers and stakeholders to inform place based planning and commissioning of client centric, effective and flexible services to meet needs of clients in the District.
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| Stakeholder groups for vulnerable families including aboriginal people, multicultural groups, carers and disability groups  | * Consultation and feedback on District implementation of social policy reforms and service delivery
* Engage with cohorts and target consumer groups.
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# Role dimensions

## Decision making

## The role

* Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations
* Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
* As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

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

## Reporting line

## The role reports to the Manager Commissioning and Planning/ Senior Commissioning and Planning Officer

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

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 | **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 logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience
* Support a customer-focused culture in the organisation
* Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs

Cooperate across work areas to improve outcomes for customers | Intermediate |
| 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 | **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 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 | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Understand and comply with legal, policy and organisational guidelines and procedures relating to purchasing
* Conduct delegated purchasing activities in line with procedures
* Work with providers, suppliers and contractors to ensure that outcomes are delivered in line with time and quality requirements
 | Intermediate |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Perform basic research and analysis to inform and support the achievement of project deliverables
* Contribute to developing project documentation and resource estimates
* Contribute to reviews of progress, outcomes and future improvements
* Identify and escalate possible variances from project plans
 | Intermediate |

# 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 |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results logo |  |  |  |
| 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 | Foundational |
| Business Enablers logo |  |  |  |
| 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 |