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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/0007/468664/Child-Protection-and-Permanency-District-and-Youth-Services-Northern.pdf)/ Office of the Senior Practitioner |
| **Location** | Greater Sydney Metropolitan Area  |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBA |
| **ANZSCO Code** | 224411 |
| **PCAT Code** | 1229192 |
| **Date of Approval** | 18 December 2019 | **Ref: HR 033** |
| **Agency Website** | www.dcj.nsw.gov.au |

**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 end to end investigations of allegations of reportable conduct by employees of the Department of Communities and Justice.

# Key accountabilities

* Manage end to end investigations, analysis and assessment of allegations of reportable conduct by employees.
* Action investigations in line with policy procedure and statutory and legislative requirements, and ensure processes are conducted in a thorough, ethical and professional manner, including interviewing employees, managers, relevant professionals, youth, families and other relevant external people
* Provide thorough advice and recommendations to management following the investigation, analysis and assessment of allegations of reportable conduct.
* Contribute to changes to policy and procedure to enable continuous improvement in managing allegations of reportable conduct
* Maintain accurate and transparent records of all work undertaken on the case management system, ensuring relevance of the data.
* Analyse and report on the data to assist with monitoring and evaluating the unit’s processes and performance indicators as well as with reporting to management and/or oversighting statutory bodies.
* Contribute to research, review and analysis relating to specific projects and programs or to identify issues and trends that may require referral to other business areas for appropriate action.

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# Key challenges

* Ensuring sensitive conduct related matters are managed consistently with the legislative framework in a high volume work environment.
* Interpreting and analysing evidence to determine findings in relation to alleged reportable conduct.
* Understanding the clear boundaries between direct service provision (e.g. child protection work) and the centralised internal complaints, assessment and review process.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Investigator  | * Report directly to Line manager
* Seek direction, advice and support
* Provide information and feedback
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| Team Members | * Provide information and advice
* Provide an effective and valuable two way liaison
* Enable mutual continued development
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| Managers across the Department of Communities and Justice | * Liaise to ensure the provision of timely and accurate advice when requested
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
 |
| Other Corporate Services staff including People Partnering teams and key staff across the Stronger Communities  | * Liaise to ensure consistent engagement with service delivery planning and service providers
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
* To ensure effective interface between program development, planning, service design and policy implementation.
 |
| **External** |  |
| Non-government Organisations/Statutory bodies | * Engage with service providers
* To ensure effective interface between program development, planning, service design and policy implementation.
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| Community, including youth and families | * Engage with service providers and client groups
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# Role dimensions

## Decision making

The role works with minimal supervision and has a level of autonomy in setting own priorities, managing its workload and determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload

The role provides advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.

Ensure recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.

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 financial and/ or administrative delegations for this role.

## Reporting line

The role reports to the relevant Manager within Child Safety & Review

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

* Tertiary qualifications or equivalent experience in the relevant area.
* Current, valid Driver’s licence and willingness to travel. Overnight stay may be required.

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, show initiative and respond quickly when situations change
* Give frank and honest feedback and advice
* Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately
* Raise and work through challenging issues and seek alternatives
* Remain composed and calm under pressure and in challenging situations
 | Adept |
| 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 | * Tailor communication to diverse audiences
* Clearly explain complex concepts and arguments to individuals and groups
* Create opportunities for others to be heard, listen attentively and encourage them to express their views
* Share information across teams and units to enable informed decision making
* Write fluently in plain English and in a range of styles and formats
* Use contemporary communication channels to share information, engage and interact with diverse audiences
 | Adept |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration
* Build cooperation and overcome barriers to information sharing and communication across teams and units
* Share lessons learned across teams and units
* Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
* Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
 | 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 | **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 |  |  |  |
| 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 | Intermediate |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | 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 |
| 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 | 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 |