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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) / Western Sydney & Nepean Blue Mountains Districts |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 1-2 |
| **Role Number** | TBC |
| **ANZSCO Code** | 531111 |
| **PCAT Code** | 1117392 |
| **Date of Approval** | 18 April 2023 | **Ref: WSNBMD003** |
| **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

The Customer Service Officer (CSO) places an integral role in providing front line services to the community from a local office (Community Service Centre or “CSC” or Service Hub “Hub”), this includes a range of client and administrative services that contribute to the effective delivery of quality services in the local office.

# Key accountabilities

The Customer Service Officer (CSO) is responsible for the following:

* Provide support and customer service on reception and associated front counter duties including answering telephones and referrals to other service providers.
* Provide administrative support to the casework teams at the local office with a high level of attention to detail and a focus on customer service.
* Accurate preparation and data entry of information into DCJ corporate data systems and the DCJ client management system (ChildStory), maintaining client confidentiality at all times
* Ensure record management systems are maintained in accordance with Agency guidelines and policy and the provisions of the State Records Act 1998.
* Provide secretariat support to group supervision and/or unit meetings ensuring confidentiality is maintained at all times.
* Distribute and dispatch mail and arrange couriers as needed.
* Provide support and maintain records of motor vehicle fleet usage, arranging cleaning, servicing and repairs as required.
* Maintain stationery and office supplies and monitor and maintain office equipment, .
* Promote, foster compliance and adhere to the DCJ policies, processes and systems and DCJ’s values and Code of Ethical Conduct

# Key challenges

* Providing accurate, quality and timely administrative services to the local office in line with, while dealing with competing priorities and deadlines.
* Maintaining quality client service and staff support in a difficult environment and with high workloads.
* Appreciating the nature of services that caseworkers provide to clients, in order to provide quality clerical support to a casework team and prioritise the demands of the team.
* Working both as a member of the administrative team and when assigned to a Caseworker Team and professional staff, as a member of that team.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Own Team members and other client service teams | Operational knowledge is important for this roleExchange information, receive advice , training and/or instructions/directionsParticipate in meetings to share information and provide input on issues Provide an effective and valuable two way liaison |
| Other DCJ divisions | Liaise to ensure the provision of timely and accurate advice when requested |
| **External** |  |
| Community and clients | Respond to queries where possible, or redirect to the relevant party for review and resolution Communicate, facilitate and monitor planned works and maintenance programsContribute to client-focused approach to service provision |
| Other service providers within the community | Respond and resolve access or relevant issues, or redirect to the relevant party for review and resolution |

# Role dimensions

## Decision making

The CSO is usually allocated work loads and roster schedules by their supervisor however they prioritise their tasks in conjunction with other CSOs, Casework Managers or caseworkers to achieve optimum service delivery. Where further clarification of priorities is needed the position holder will refer to their supervisor.

While the CSO exercises independent judgement in responding to enquiries from other staff or clients, providing, as appropriate, information or referring an enquiry to other CSC staff or community partners, difficult phone or counter enquiries may be referred to the CSO’s supervisor.

## The role maintains administrative systems in accordance with advised procedures, guidelines and schedules. The role provides recommendations for system improvements to their supervisor.

## Reporting line

## The role reports to the Service Support Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* An understanding of the functions of the local office and the services provided by Community Services as well as an awareness of the functions of other related human service organisations.
* Capacity to develop a good working knowledge of the DCJ client management systems and associated policies, processes and systems.
* Understanding and capacity to apply processes and systems as per DCJ policies in undertaking administrative processes.
* Knowledge of office equipment and a capacity to be able to set up and ensure operational efficiency of equipment and associated operating software for staff.

# Essential requirements

* Well developed interpersonal skills, including demonstrated capacity to provide a high level of client contact service and the ability to work within a team.
* General computer office skills, combined with a good working knowledge of Microsoft Office applications.
* Capacity to work well within an environment of fluctuating workloads and changing priorities.

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 | * Behave in an honest, ethical and professional way
* Build understanding of ethical behaviour
* Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation
* Speak out against misconduct and illegal and inappropriate behaviour
* Report apparent conflicts of interest
 | Foundational  |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Be willing to develop and apply new skills
* Show commitment to completing assigned work activities
* Look for opportunities to learn and develop
* Reflect on feedback from colleagues and stakeholders
 | Foundational  |
| 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
* Recognise that customer service involves both external and internal customers
 | Intermediate  |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Work as a supportive and cooperative team member, sharing information and acknowledging others’ efforts
* Respond to others who need clarification or guidance on the job
* Step in to help others when workloads are high
* Keep the team and supervisor informed of work tasks
* Use appropriate approaches, including digital technologies, to share information and collaborate with others
 | Foundational  |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Ask questions to explore and understand issues and problems
* Find and check information needed to complete own work tasks
* Identify and inform supervisor of issues that may have an impact on completing tasks
* Escalate more complex issues and problems when these are identified
* Share ideas about ways to improve work tasks and solve problems
* Consider user needs when contributing to solutions and improvements
 | Foundational  |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Display familiarity and confidence when applying technology used in role
* Comply with records, communication and document control policies
* Comply with policies on the acceptable use of technology, including cyber security
 | 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 | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| 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 | Foundational |
| 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 | Foundational |
| 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 |