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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** |  Community Services Office of the Senior Practitioner  |
| **Location** | Greater Metropolitan Sydney & Regional |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **Role Number** | TBC |
| **ANZSCO Code** | 272311 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 4 April 2024 | **Ref: CSSS 0052** |
| **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

Provide leadership, direction and support to psychological and specialist services teams in and across districts.

Implementation of psychology and specialist services practice standards, protocols and training designed to build capacity, enhance the quality of psychological service delivery and improve outcomes for DCJ clients.

# Key accountabilities

* Lead and manage a team of psychologists and allied health professionals across districts providing timely, high quality therapeutic services that support DCJ Clients.
* Provide strategic direction that aligns operational activities with corporate objectives and lead implementation of practice standards and guidelines to improve DCJ psychological services
* Provide expert advice and prepare a range of documentations on matters relating to complex cases, development of innovative systems and quality improvement of DCJ psychological services
* Represent DCJ on committees and consultative forums and establish collaborative relationships with government agencies, community organisations and external consultants to improve service quality.
* Provide clinical advice and expertise to the district for complex and serious cases, including assisting psychologists to formulate responses for clients with multiple or complex needs
* Liaise with other Managers Psychological Services, Unit Managers or Directors to ensure adequate resources are available to meet program objectives within budget and time constraints
* Supervise and guide a team of psychologies to ensure workloads are manageable and professional development activities are supported
* Establish and encourage a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary and evidence-based

# Key challenges

* Developing and implementing new systems, to improve DCJ ability to provide quality psychology services, whilst managing a number of significant issues and projects within resourcing, budget and deadlines.
* Managing stakeholder liaison in a manner which builds commitment and contribution from diverse stakeholders and negotiate resolution of key issues and actions
* Managing teams and relationships across geographically expansive distances for roles located in rural and remote locations

# Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Line manager/Director Psychological and Specialist Services | * Direct supervisor
* Seek direction, advice and support
* Escalate issues, keep informed and receive feedback
* Provide training and other development opportunities
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| Team members | * Supervision and collaboration
* Provide an effective and valuable two way liaison
* Leadership and consistency in psychological service delivery
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| Local Managers and DirectorsOSP | * Provide advice
 |
| **External** |  |
| External agencies, such as the Ministry of Health, and Departments of Education, Juvenile Justice and Corrective Services. Also other state government agencies, relevant Commonwealth agencies and non government organisations | * Referral to other agencies where resources are unavailable for therapeutic intervention or it is in the best interest of clients
* Maintain strong contacts with key stakeholders involved in providing clinical services to DCJ clients
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# Role dimensions

## Decision making

Makes decisions on matters beyond the Psychologist’s delegation, on complex and/or controversial cases which may present high risks and/or cases requiring a long term commitment of resources.

The role:

* Sets own priorities and those of any staff/project staff supervised
* Maintains independence to develop a suitable approach in managing a unit/team, allocating resources, determining the conceptual framework towards projects and development of strategic plans
* Has a high level of responsibility for determining appropriate unit/team actions undertaken, within government and legislative policies and for ensuring quality control in the implementation of unit/team work
* Ensures that unit/team recommendations are based on sound evidence but, at times, may be required to use judgment under pressure, or in the absence of complete information, or as the source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level
* Liaise and negotiate with key external and internal stakeholders, represent DCJ on relevant working committees preparing reports and working papers
* Develop systems for the implementation of the corporate strategy and contemporary policy and research

## Reporting lines

Director Psychological Services

## Direct reports

Team: Psychologists and Specialist Psychologists and Allied Health

## Budget/Expenditure

Nil

# Key knowledge and experience

* Knowledge of theoretical and therapeutic frameworks that underpin assessment and intervention in the context of child abuse/neglect.

# Essential requirements

* Tertiary qualifications with full registration in allied health ( for example, Psychology, Occupational Therapy or Speech Pathology) as recognised by the Australian Health Practitioner Registration Agency or appropriate certified practicing membership, with a minimum of 5 years clinical experience working with children and families.
* Have, or be eligible for, accreditation as a clinical supervisor with experience providing clinical supervision and consultation to allied health (e.g. psychologists, occupational therapy, speech pathology)

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 | * 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 |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Act as a professional role model for colleagues, set high personal goals and take pride in their achievement
* Actively seek, reflect and act on feedback on own performance
* Translate negative feedback into an opportunity to improve
* Take the initiative and act in a decisive way
* Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation
 | Advanced |
| 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  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience
* Ensure systems are in place to capture customer service insights to improve services
* Initiate and develop partnerships with customers to define and evaluate service performance outcomes
* Promote and manage alliances within the organisation and across the public, private and community sectors
* Liaise with senior stakeholders on key issues and provide expert and influential advice
* Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
* Ensure that the organisation’s systems, processes, policies and programs respond to customer needs
 | Advanced |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs
* Ensure that the financial implications of changed priorities are explicit and budgeted for
 | Adept |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
* Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
* Take account of the wider business context when considering options to resolve issues
* Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
* Implement systems and processes that are underpinned by high- quality research and analysis
* Look for opportunities to design innovative solutions to meet user needs and service demands
* Evaluate the performance and effectiveness of services, policies and programs against clear criteria
 | Advanced |
| Business Enablers logo | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
* Understand the impacts of funding allocations on business planning and budgets
* Identify discrepancies or variances in financial and budget reports, and take corrective action
* Know when to seek specialist advice and support and establish the relevant relationships
* Make decisions and prepare business cases, paying due regard to financial considerations
 | Adept |
| 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 |

# 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 | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Advanced |
| Relationships logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Adept |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| Business Enablers logo |  |  |  |
| 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 |
| 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 | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |