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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Community Services Statewide Services |
| **Location** | Greater Metropolitan Sydney and Regional |
| **Classification/Grade/Band** | Psychologist / Specialist Psychologist |
| **Role Number** | Various |
| **ANZSCO Code** | 272311 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 8 December 2017 | **Ref: CSSS 0011** |
| **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

Work with a variety of disciplines to deliver psychological assessment, therapeutic interventions and professional services to DCJ client groups including children, young people, families and carers. Provide specialist consultation to staff and managers and assist in the development of therapeutic case plans.

DCJ Psychologists are considered to be Therapeutic Specialists who are clinical experts in trauma informed therapeutic care. Therapeutic Specialists are considered to be behaviour support experts whose role is to guide assessment, develop and monitor treatment plans, equip staff through training and reflective practice sessions and collect data on outcomes.

# Key accountabilities

* Conduct psychological, social, emotional, cognitive, developmental, behavioural and functional assessments to identify areas of need, develop treatment plans and provide evidence informed interventions for the client
* Deliver and evaluate therapeutic interventions including but not limited to psycho-education, counseling, behavior management, behavior support services, group interventions and other evidence-based therapies to support the individual needs of the client
* Provide consultation to staff and managers, individually or as a consultant in group supervision, to assist the decision-making process on psychological, developmental, emotional and behaviour management issues with a view to assist in the decision-making process
* Deliver training to staff, families, carers, foster parents and external agencies in relation to trauma and other issues relevant to a child/young person’s exposure to abuse and maltreatment
* Provide clinical recommendations to internal and external parties to ensure treatment goals are facilitated and where necessary, approve referral to the external professional body to whom the case is to be outsourced
* Maintain electronic clinical records and provide written reports in line with DCJ policies and professional requirements

***Additional key accountability for Specialist Psychologist***

* Conducts and evaluates psychological interventions at a high standard
* Adapts psychological literature for new programs, therapies or research.
	+ May conduct psychological research and evaluation projects for the Department as required.

# Key challenges

* Working as a highly skilled practitioner within a high demand environment, across a number of casework teams and offices and ensure priority cases are addressed and timely referrals are made
* Working with children and young people who have experienced significant trauma
* In some cases, working in in regional and remote areas of NSW, which involves unique challenges including limited access to services and vast geographical distances
* Maintaining current knowledge of emerging good practice and professional standards and applying this in the context of DCJ and government policies

Key relationships

| Who |  Why |
| --- | --- |
| **Internal** |  |
| Line manager/Manager Psychological 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 | * Peer supervision and collaboration
* Provide an effective and valuable two-way liaison
* Partnership and consistency in psychological service delivery
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| Caseworkers and other child protection staff/practitioners | * Provide specialist and clinical advice
* Receive consultations and referrals
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| **External** |  |
| External agencies, such as the Ministry of Health, and Departments of Education, Juvenile Justice and Corrective Services. Also include 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

The primary focus of the decision making is in assessing clients and determining and providing intervention services. The role has a high degree of autonomy with psychologists managing their own caseloads and assessments, including making specific recommendations for each case following their assessments. The role establishes day to day case management and referral priorities in consultation with the manager.

Psychologists who are provisionally registered are subject to professional supervision for all aspects of their clinical work as per the guidelines of the Psychology Board of Australia. Fully registered psychologists are clinically responsible for all clinical aspects of their work and report to a Manager Psychological Services.

## Reporting line

Manager Psychological Services/Manager Strategy and Projects

## Direct reports

Nil

## 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 in Psychology recognised by the Psychology Board of Australia, either:

* full registration as a Psychologist with the Psychology Board of Australia, or
* provisional registration with an ability to fulfill full registration within the relevant timeframes.

Current driver’s licence

*Additional requirement for Specialist Psychologist*

A post-graduate degree at the master’s level or higher in a relevant specialist area including but not limited to clinical psychology, forensic psychology or counseling psychology

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 | * Adapt existing skills to new situations
* Show commitment to achieving work goals
* Show awareness of own strengths and areas for growth, and develop and apply new skills
* Seek feedback from colleagues and stakeholders
* Stay motivated when tasks become difficult
 | Intermediate |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding
* Translate technical and complex information clearly and concisely for diverse audiences
* Create opportunities for others to contribute to discussion and debate
* Contribute to and promote information sharing across the organisation
* Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
* Explore creative ways to engage diverse audiences and communicate information
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in plain English and in a range of styles and formats
 | Advanced |
| 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 |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team and unit objectives and align operational activities accordingly
* Initiate and develop team goals and plans, and use feedback to inform future planning
* Respond proactively to changing circumstances and adjust plans and schedules when necessary
* Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
* Accommodate and respond with initiative to changing priorities and operating environments
 | Intermediate |
| Results logo | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Be proactive in taking responsibility and being accountable for own actions
* Understand delegations and act within authority levels
* Identify and follow safe work practices, and be vigilant about own and others’ application of these practices
* Be aware of risks and act on or escalate risks, as appropriate
* Use financial and other resources responsibly
 | 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 |

# 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 |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| 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 | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | 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 |