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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Community Services, Statewide Services, Child Protection Helpline |
| **Location** | Greater Sydney Metropolitan Area |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | Various |
| **ANZSCO Code** | 272613 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | August 2022 | **Ref: CSSS 0019** |
| **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. Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential with a focus on breaking rather than managing disadvantage.

# Primary purpose of the role

Lead, coach and guide the professional service of a team/s of Community Service Officers to ensure the delivery and support of quality intake and triage of child protection matters. Contribute to improving the overall performance of the contact centre to optimize business and service outcomes.

# Key accountabilities

* Monitor the day-to-day performance of staff within the contact centre by working with other Team Managers, real time monitoring team and the Manager Client Services to maintain appropriate levels of service to clients and stakeholders.
* Monitor workflows and identify work priorities to inform rostering and resource needs.
* Manage key client and internal processes and systems, including queue management, work distribution and allocation, and monitor against team and directorate goals to optimise business performance.
* Manage client information to ensure confidentiality, accuracy and integrity.
* Lead and manage a team/s of community service officers through effective engagement, group/individual supervision and feedback to deliver accountable and collaborative intake and triage services
* Coach, mentor, model by example and provide professional development support to a team/s of Community Service Officers to promote and support continuous improvement and individual development
* Participate and contribute to a culture of continuous learning and professional development to ensure practice knowledge and skills are contemporary
* Identify, develop and support implementation of key business improvement opportunities in order to support enhanced client outcomes
* Translate and communicate business objectives, polices and directives to the team to facilitate their engagement with and delivery on these objectives.

# Key challenges

* Balancing a business and systems improvement/team performance focus with competing client demands in a high-volume contact centre environment
* Working within existing policies and systems to maximize team efficiency and service delivery outcomes.
* Identifying key stakeholders and maintaining relationships which will support stronger communities and innovative/integrated service delivery for clients.
* Support staff to manage and respond to distressed, emotive and challenging behaviours
* Managing the day-to-day work activities of the team and ensuring the necessary skills and experience are available to meet the challenges of a demanding and complex workload.

# Key relationships

### Internal relationships

| Who you’ll work with |  Why |
| --- | --- |
| Own team members and other community service officers | * To facilitate and ensure coordination of support to clients
* Shared operational knowledge and service consistency is important for this role
 |
| Manager Client Services | * Direct supervisor
* Seek direction, advice and support
* Provide information and feedback
 |
| Casework Specialist | * Provide assistance and expertise
 |
| Other Divisions and Districts | * Liaise to ensure the provision of timely and accurate advice when requested
* Develop and maintain effective working relationships
 |

### External relationships

| Who you’ll work with |  Why |
| --- | --- |
| Community and mandatory reporters | * To support staff to provide intake and initial triage of incoming reports
 |
| Government and non-government partners | * Collaborate to provide appropriate services for children young people and families
 |
| Other service providers within the community | * Knowledge of the community and range of services available is important in facilitating client access where needed
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# Role dimensions

## Decision making

In consultation with the line manager, this role has the authority to provide guidance, coaching, mentoring and on the job training to community service officer staff to ensure they are effectively and safely performing their roles.

## Reporting line

## Reports to the Manager Client Services Helpline

## Direct reports

The role has up to 8 direct reports

## Budget/Expenditure

Refer to the DCJ Delegations.

# Essential requirements

* A TAFE Diploma in a relevant field, welfare / community services and/or relevant work experience deemed to be the equivalent
* Current driver’s licence

Appointments are subject to reference checks and the following pre-employment checks:

* 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 | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | Represent the organisation in an honest, ethical and professional waySupport a culture of integrity and professionalismUnderstand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conductRecognise and report misconduct and illegal and inappropriate behaviourReport and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| relationships | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | Take responsibility for delivering high-quality customer-focused servicesDesign processes and policies based on the customer’s point of view and needsUnderstand and measure what is important to customersUse data and information to monitor and improve customer service deliveryFind opportunities to cooperate with internal and external stakeholders to improve outcomes for customersMaintain relationships with key customers in area of expertiseConnect and collaborate with relevant customers within the community | Adept |
| relationships | **Work Collaboratively**Collaborate with others and value their contribution | Build a supportive and cooperative team environmentShare information and learning across teamsAcknowledge outcomes that were achieved by effective collaborationEngage other teams and units to share information and jointly solve issues and problemsSupport others in challenging situationsUse collaboration tools, including digital technologies, to work with others | Intermediate |
| results | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | Seek and apply specialist advice when requiredComplete work tasks within set budgets, timeframes and standardsTake the initiative to progress and deliver own work and that of the team or unitContribute to allocating responsibilities and resources to ensure the team or unit achieves goalsIdentify any barriers to achieving results and resolve these where possibleProactively change or adjust plans when needed | Intermediate |
| business-enablers | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | Identify opportunities to use a broad range of technologies to collaborateMonitor compliance with cyber security and the use of technology policiesIdentify ways to maximise the value of available technology to achieve business strategies and outcomesMonitor compliance with the organisation’s records, information and knowledge management requirements | Adept |
| people-management | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | Collaborate to set clear performance standards and deadlines in line with established performance development frameworksLook for ways to develop team capability and recognise and develop individual potentialBe constructive and build on strengths by giving timely and actionable feedbackIdentify and act on opportunities to provide coaching and mentoringRecognise performance issues that need to be addressed and work towards resolving issuesEffectively support and manage team members who are working flexibly and in various locationsCreate a safe environment where team members’ diverse backgrounds and cultures are considered and respectedConsider feedback on own management style and reflect on potential areas to improve | 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 | 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 | Intermediate |
| 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 | Intermediate |
| 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 | 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 | N/A |
| Project Management | Understand and apply effective project planning, coordination and control methods | N/A |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Foundational |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |