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| **Portfolio** | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Transforming Aboriginal Outcomes / Aboriginal Services Unit  |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **Role Number** | 50013009 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 2119192 |
| **Date of Approval** | 8 April 2025 | **Ref: TAO 056** |
| **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 in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

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 by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Develop and manage programs including planning, and resource management to reduce overrepresentation of Aboriginal people in the criminal justice system, including offence focused programs and other community programs. Contribute to the development of policy responses to the many issues that impact Aboriginal people in the criminal justice system. Manage and lead staff and build and maintain stakeholder relationships in order to achieve DCJ strategic objectives.

## Key accountabilities

* Develop and manage a range of strategic programs and processes to deliver initiatives to the Aboriginal Services Unit clients, staff and community by working collaboratively with frontline staff.
* Manage and oversee all aspects of program implementation, including preparing plans, identifying and coordinating resources, developing and managing budgets, collecting and collating data, negotiating reporting requirements, delivering reports.
* Provide proactive and evidence-based expert advice and reports to the Director and/ Executive Director to ensure business unit’s matters that impact current business and future decision-making are fully considered.
* Seek out and actively manage key internal and external stakeholder relationships to ensure effective interface between program development, planning, service design and policy implementation to reduce Aboriginal overrepresentation in the criminal justice system.
* Lead and drive team management, work planning, coaching and professional development initiatives to ensure staff have the required level of skills and performance to deliver priorities.
* Develop specifications for procurement and manage contracts to monitor the provision of services to ensure compliance with contract and service agreements.
* Provide a range of strategic and operational documents as required, including briefing papers, discussions papers, reports, submissions, ministerial responses and media and communications content.

## Key challenges

* Managing constructive relationships with Aboriginal Peak Organisations and communities.
* Dealing with sensitive, complex matters appropriately and confidentially.
* Maintaining a current knowledge of DCJ structure, government policies, procedures, projects, programs, legislative changes, initiatives and government protocols.
* Managing complex and sensitive consultations and negotiations with diverse stakeholders, within agreed timelines, given their varying expectations, viewpoints and interests. Communicating effectively with many different audiences.
* Achieving multiple project objectives, given limited resources and tight deadlines, and the need to identify project interdependencies and balance competing demands and priorities

## Key relationships

### **Internal Relationships**

|  |  |
| --- | --- |
| Who you’ll work with | Why |
| Director, Aboriginal Services Unit | * 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
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| Other DCJ Divisions | * Engage subject matter expertise when required.
* Develop and maintain effective working relationships.
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|  |  |

### **External Relationships**

| **Who you’ll work with**  | **Why** |
| --- | --- |
| Aboriginal Community  | * To understand community perspectives and seek out cultural advice and guidance.
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| Government organisations and steakheholders  | * Complex and sensitive consultations, negotiations and partnership arrangements.
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| Non-government Organisations | * Engage with service providers and seek their subject matter expertise.
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| Community | * Engage with service providers and client groups
 |
| Vendors/Service Providers and Consultants | * Communicate needs, facilitate routine business transactions and resolve issues.
* Negotiate and approve contracts and service agreements.
* Manage contracts and monitor the provision of service to ensure compliance with contract and service agreements
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# Role dimensions

## Decision making

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/teamwork.
* Ensures that unit/team recommendations are based on sound evidence, but at times may be required to use their 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.

Refer to the DCJ Delegations for specific financial and/or administrative delegations for this role.

## Reporting line

Reports to Director Aboriginal Services Unit

## Direct reports

3-5 direct reports

## Budget/Expenditure

Nill.

# Key knowledge and experience

* Excellent knowledge of the NSW criminal justice system, including issues that contribute to disproportionate rates of Aboriginal participation as both victims and offenders.

# Essential requirements

* This is an identified position and only open to Aboriginal and/or Torres Strait Islander persons. Please see notes below.
* Current NSW Driver’s licence and willingness to travel to various locations across NSW.
* Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

**Notes:** Where a position is identified, an applicant’s race is a genuine occupational qualification and authorised by Section 14(d) of the *Anti-Discrimination Act 1977*.

There are two alternatives to confirming your Aboriginality, one of which must be uploaded to be considered for the role as follows. **Either will be accepted:**

Confirmation of Aboriginality form

or

Written confirmation from 2-3 Aboriginal organisations within the community in which you live/work, which addresses the three criteria listed below:

* is of Aboriginal and/or Torres Strait Islander descent, and
* identifies as an Aboriginal and/or Torres Strait Islander person, and
* is accepted as a such by the Aboriginal and/or Torres Strait Islander community.

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 |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services
* Design processes and policies based on the customer’s point of view and needs
* Understand and measure what is important to customers
* Use data and information to monitor and improve customer service delivery
* Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant customers within the community
 | Adept |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the links between the business unit, organisation and the whole-of-government agenda
* Ensure business plan goals are clear and appropriate and include contingency provisions
* Monitor the progress of initiatives and make necessary adjustments
* Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately
* Consider the implications of a wide range of complex issues and shift business priorities when necessary
* Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning
 | Advanced |
| Business Enablers logo | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | * Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management
* Develop well-written, well- structured procurement documentation that clearly sets out the business requirements
* Monitor procurement and contract management processes to ensure they are open, transparent and competitive
* Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance
* Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles
* Escalate procurement and contract management issues, where required
 | 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 |  |  |  |
| Value Diversity and Inclusion  | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Advanced  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Advanced |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Relationships logo  |  |  |  |
| 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 | Adept |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Advanced |
| Business Enablers logo |  |  |  |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Adept |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Adept |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| 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 | Adept |