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| **Portfolio** | Communities and Justice |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Strategy Policy & Commissioning / Partnerships / Policy & Practice / Aboriginal Commissioning |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | TBC |
| **ANZSCO Code** | 224912 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 11 November 2024 | **Ref: PART 031** |
| **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

The purpose of this role is to help strengthen DCJ’s Aboriginal commissioning capacity and support the growth of the ACCO sector.

This role will enhance the local supply of services to Aboriginal people, families and communities by Aboriginal Community-Controlled Organisations (ACCOs) through market stewardship and by shaping the service market to improve service delivery outcomes to vulnerable individuals, families and communities.

# Key accountabilities

* Provide evidence-based information and advice to stakeholders and contribute to problem solving with ACCOs that builds the sector and contributes to service improvements across the program and contracting teams.
* Prepare sound culturally informed commissioning advice, including design, engagement, procurement and contracting approaches and analysis that directly contributes to informed and constructive procurement and service negotiation and a collaborative approach to scoping service contracts and measures.
* Provide evidence-based analysis and advice on service delivery gaps, high risk services and funding decisions that contribute to service improvements.
* Engage with service providers to support development and growth including areas such as governance, interpretation and application of policies to ensure delivery of quality services and compliance across a changing environment.
* Undertake research and data analysis to inform planning, purchasing and contracting services and work with funded organisations to adapt existing procedures and build improvements in service delivery for Aboriginal service providers and communities.
* Prepare a range of complex documents including submissions, briefing notes and discussion papers in response to Ministerial and agency requests
* Plan, coordinate and manage team management workload, priorities and deliverables and provide regular feedback and development to maximise individual and team capability.
* Advise on new commissioning or recommissioning processes across SPC.

# Key challenges

* Building both personal and team capabilities in data analysis, evidence-based reporting and problem solving that improves service quality and suitability.
* Balancing the tension and potential conflict between stakeholder engagement and provider monitoring to ensure the focus continues to be services quality and improvement.
* Supporting a cultural change that shifts the commissioning and planning focus from DCJ commissioning to Aboriginal-led commissioning.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Seek direction, advice and support
* Provide information and feedback
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| Team members | * Coaching and capability building
* Clear accountabilities and performance deliverables
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| Policy & Practice branch | * Liaise with and seek support from teams within the branch to inform and support your work.
* Share information.
* Contribute to the development and implementation of the Aboriginal Sector Investment Strategy.
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| --- | --- |
| Program Areas and Commissioning & Planning teams | * Support and advise teams on approaches to strengthen internal Aboriginal commissioning capacity
* Support and lead program and contracting areas in their Aboriginal commissioning or recommissioning approaches
* Liaise with contract, program and service delivery staff across DCJ to inform place based, client centric, effective and flexible services and gap analysis
* Liaise with other Commissioning and Planning lead districts on performance and stewardship for funded organisations
* Liaise with lead commissioning and planning officers on engagement and stewardship for commissioning of ACCOs
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| Transforming Aboriginal Outcomes | * Support to develop team cultural safety protocols.
* Share information.
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| **External** |  |
| Aboriginal Community Controlled Organisations (the sector) | * Consultation and feedback on the development and implementation of the Aboriginal Sector Investment Strategy, social policy reforms and service delivery
* Market stewardship and market shaping through identification of new and emerging ACCOs and supporting existing ACCOs to grow
* Collaborate on cross service systems to inform place-based planning and commissioning of Aboriginal client centric, effective and flexible services to meet needs of Aboriginal clients.
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| Stakeholder groups and peaks for Aboriginal families and communities | * Consultation and feedback on the development and implementation of the Aboriginal Sector Investment Strategy, social policy reforms and service delivery.
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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.

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

## Reporting line

## The role reports to the Manager.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

Given DCJ’s work with Aboriginal families and communities, candidates will need to demonstrate cultural capability, which includes lived experience, community connection, relationships with Aboriginal organisations, walking in two worlds, and historical context and impact.

# Essential requirements

As an Identified role, this role is open only to Aboriginal and/or Torres Strait Islander persons, Australia’s First Nations people.

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 also 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 | * Remain composed and calm and act constructively in highly pressured and unpredictable environments
* Give frank, honest advice in response to strong contrary views
* Accept criticism of own ideas and respond in a thoughtful and considered way
* Welcome new challenges and persist in raising and working through novel and difficult issues
* Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues
 | 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 experienceEnsure systems are in place to capture customer service insights to improve servicesInitiate and develop partnerships with customers to define and evaluate service performance outcomesPromote and manage alliances within the organisation and across the public, private and community sectorsLiaise with senior stakeholders on key issues and provide expert and influential adviceIdentify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approachesEnsure that the organisation’s systems, processes, policies and programs respond to customer needs | Adept |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | Influence others with a fair and considered approach and present persuasive counter-argumentsWork towards mutually beneficial ‘win-win’ outcomesShow sensitivity and understanding in resolving acute and complex conflicts and differencesIdentify key stakeholders and gain their support in advanceEstablish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromiseAnticipate and minimise conflict within the organisation and with external stakeholders | Adept |
| 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 outcomesMake sure staff understand expected goals and acknowledge staff success in achieving theseIdentify resource needs and ensure goals are achieved within set budgets and deadlinesUse business data to evaluate outcomes and inform continuous improvementIdentify priorities that need to change and ensure the allocation of resources meets new business needsEnsure 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 | Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidenceAnticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experienceApply creative-thinking techniques to generate new ideas and options to address issues and improve the user experienceSeek contributions and ideas from people with diverse backgrounds and experienceParticipate in and contribute to team or unit initiatives to resolve common issues or barriers to effectivenessIdentify and share business process improvements to enhance effectiveness | Adept |
| Business Enablers logo | **Procurement and Contract Management**Understand and apply procurement processes to ensure effective purchasing and contract performance | Ensure that employees and contractors apply government and organisational procurement and contract management policiesMonitor procurement and contract management risks and ensure that this informs contract development, management and procurement decisionsPromote effective risk management in procurementImplement effective governance arrangements to monitor provider, supplier and contractor performance against contracted deliverables and outcomesRepresent the organisation in resolving complex or sensitive disputes with providers, suppliers and contractors | 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 |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| 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 | Adept |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |