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| **Portfolio** | Communities and Justice | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Strategy Policy and Commissioning / Women Family and Community Safety | |
| **Location** | Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 7/8 | |
| **Role Number** | 50013100 | |
| **ANZSCO Code** | 225311 | |
| **PCAT Code** | 1221492 | |
| **Date of Approval** | 2 September 2024 | **Ref: WFCS 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

# Co-ordinate and implement community engagement and communications activities, to promote the Step Together Helpline and the Engagement and Support Program (ESP) for the Countering Violent Extremism Engagement and Support Unit, within the Interventions and Innovations branch.

# Facilitate the production of communications content across a variety of formats to deliver the department's communications strategy and to promote the policy priorities of the department to inform and influence the community on countering violent extremism and uphold the department’s reputation among key stakeholders.

# Key accountabilities

* Assist with continual development of the community engagement strategy in partnership with the Step Together and ESP teams and the development of strategic communications resources to support community organisations and service providers to understand the purpose and role of each service
* Identify and coordinate events to increase the profile of the ESP and Step Together and deliver key messages.
* Maintain websites and utilising social media to develop opportunities for community engagement and service promotion.
* Draft and deliver a range of communications content, presentations, and materials to provide quality, accurate and relevant information to a diverse range of stakeholders and clients.
* Build relationships with community organisations and service providers and identify opportunities for partnerships and collaboration.
* Deliver communications projects including developing logistics, budgets, resource and project plans, and reporting to enable the efficient and effective communication of developments and information to the community.
* Undertake research and analysis to inform the development of communications strategies, including the identification of key target audiences for ESU programs.
* Prepare a range of data for managers and other key stakeholders, including status updates, reports, budgets and discussion papers that are timely, accurate and relevant.

# Key challenges

* Delivering a range of communications initiatives of varying size, across varying platfoms and ensure they are all delivered on time, on budget and meet the needs of the unit.
* Managing consultations and negotiations with diverse stakeholders, given the need to balance competing interests and demands which are often changing and unpredictable.
* Dealing sensitively and effectively with executive staff in DCJ to obtain information and provide support given the need to balance the multiple demands on their time with the deadlines and challenges associated with preparing communications.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Report directly to manager * Seek direction, advice and support * Provide information and feedback |
| Team Members | * Develop and maintain effective working relationships * Provide information and advice * Provide an effective and valuable two way liaison |
| Other DCJ divisions | * Liaise to ensure the provision of timely and accurate advice when requested * Develop and maintain effective working relationships |
| **External** |  |
| Community organisations and external service providers | * Collaborate and engage with to promote CVE programs * Develop and maintain effective working relationship * Share knowledge and good practice |
| Other Government agencies or services | * Collaborate to provide appropriate services for participants |

# Role dimensions

* Decision making
* Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management whilst maintaining a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.
* Ensuring recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.
* As necessary, consults with manager or senior staff on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

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

## Reporting line

## The role reports to the Director DFV Programs and Delivery.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

Demonstrated experience in a similar role

# Essential requirements

* Tertiary qualifications in a Social Work, Communications, Social/Behavioural Science, Welfare or related discipline and/or equivalent knowledge
* Current NSW driver’s licence and willingness to travel within NSW

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 * Support a culture of integrity and professionalism * Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct * Recognise and report misconduct and illegal and inappropriate behaviour * Report and manage apparent conflicts of interest and encourage others to do so | | | Intermediate |
| 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 | **Work Collaboratively**  Collaborate with others and value their contribution | * Build a supportive and cooperative team environment * Share information and learning across teams * Acknowledge outcomes that were achieved by effective collaboration * Engage other teams and units to share information and jointly solve issues and problems * Support others in challenging situations * Use collaboration tools, including digital technologies, to work with others | | | Intermediate |
| Results logo | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required * Complete work tasks within set budgets, timeframes and standards * Take the initiative to progress and deliver own work and that of the team or unit * Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals * Identify any barriers to achieving results and resolve these where possible * Proactively change or adjust plans when needed | | | Intermediate |
| Results logo | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity * Research and analyse information to make recommendations based on relevant evidence * Identify issues that may hinder the completion of tasks and find appropriate solutions * Be willing to seek input from others and share own ideas to achieve best outcomes * Generate ideas and identify ways to improve systems and processes to meet user needs | | | Intermediate |
| Business Enablers logo | **Project Management**  Understand and apply effective planning, coordination and control methods | * Perform basic research and analysis to inform and support the achievement of project deliverables * Contribute to developing project documentation and resource estimates * Contribute to reviews of progress, outcomes and future improvements * Identify and escalate possible variances from project plans | | | 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 |
| 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 | Intermediate |
| Relationships logo |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| 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 | Foundational |
| 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 | Foundational |