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| **Portfolio**  | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Ageing and Disability Commission |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | TBC |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 2221292 |
| **Date of Approval** | 24 May 2024  | **Ref: ADC 017** |
| **Agency Website** | www.adc.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The objectives of the Ageing and Disability Commission (ADC) are to safeguard adults with disability and older people from abuse, neglect and exploitation in their family, home and community, and to protect and promote their rights.

The ADC fulfils a range of functions, including handling reports and raising community awareness about abuse, neglect and exploitation of adults with disability and older people, and coordinating the NSW Official Community Visitor (OCV) scheme for people living in residential care and assisted boarding houses.

# Primary purpose of the role

Undertake data management, analysis, interpretation and reporting activities that inform and enable the ADC to fulfil its service delivery objectives in line with legislative requirements.

# Key accountabilities

* Undertake and lead extraction, analysis, interpretation, and reporting on data from internal and external data sets to inform decisions and actions to deliver against the ADC’s legislative objectives, client outcomes measurement, organisational performance reporting, and research initiatives.
* Undertake data mining, data profiling and data analysis to inform service delivery practice and outcomes and to facilitate organisational continuous improvement.
* Establish and maintain core data sets to meet the analysis and reporting needs of the ADC. Implement proactive initiatives that identify and address issues with quality and consistency of data collected and held by ADC to reduce potential limitations and ensure the useability of the data for analysis and reporting.
* Design, develop and implement performance measures, tools and governance processes to improve business systems/ processes and workflows, and to enhance organisational capability in analysing and understanding ADC performance.
* Provide expert technical support, tools, advice and skills development to ADC staff to improve organisational capability in analysing and understanding data.
* Provide specialist advice and recommendations to the Executive to support effective data and information management and security.
* Work effectively with other teams towards mutual continued development and provide feedback and advice on analysis undertaken.

# Key challenges

* Managing a high workload involving sensitive and complex data and competing priorities.
* Managing multiple inputs from key stakeholders, including clarification of matters and ensuring required actions are completed to agreed timelines.
* Identifying emerging issues and suggesting potential improvements to business processes and workflows in consultation with stakeholders in an environment of ongoing change.
* Keeping up-to-date and maintaining in-depth knowledge of data management and analysis methods, techniques and tools, relevant IT systems and application of these in a human services context.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Line Manager | * Report directly to Line Manager
* Seek direction, advice and support
* Provide information and feedback
 |
| Team members | * Provide information and advice
* Provide an effective and valuable two way liaison
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| Other ADC teams | * Liaise to ensure the provision of timely and accurate advice when requested
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
 |
| Senior Executive | * Seek direction, advice and support
* Provide information and feedback
 |
| **External** |  |
| Stakeholders | * Engage with service providers and client groups
 |
| Government agencies | * Engage with relevant local, State and Commonwealth government agencies
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# Role dimensions

## Decision making

* Carries a high level of autonomy in setting own priorities, and those of any staff/project staff supervised, in alignment with management.
* Maintains a degree of independence to develop a suitable approach in managing the workload, as well as that of supervised staff, and provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects.
* Determines own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own, and any staff supervised, workload.
* Ensures recommendations are based on sound evidence, but at times may be required to use their judgement under pressure or in the absence of complete information or as a source of expert advice to internal stakeholders across the agency as well as externally to Ministerial level.
* As necessary, consults with management 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.

## Reporting line

This role reports to the Executive Officer.

## Direct reports

## Nil

## Budget/Expenditure

# Nil

# Essential requirements

* Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.
* Eligibility to obtain national baseline security clearance.

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 | **Value Diversity and Inclusion**Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | * Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders.
* Demonstrate cultural sensitivity, and engage with and integrate the views of others.
* Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences.
* Recognise and adapt to individual abilities, differences and working styles.
* Support initiatives that create a safe and equitable workplace and culture in which differences are valued
* Recognise and manage bias in interactions and decision making.
 | 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 |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration.
* Build cooperation and overcome barriers to information sharing and communication across teams and units.
* Share lessons learned across teams and units.
* Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work.
* Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services.
 | Adept |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues.
* Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others.
* Take account of the wider business context when considering options to resolve issues.
* Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements.
* Implement systems and processes that are underpinned by high-quality research and analysis.
* Look for opportunities to design innovative solutions to meet user needs and service demands.
* Evaluate the performance and effectiveness of services, policies and programs against clear criteria.
 | Advanced |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate.
* Monitor compliance with cyber security and the use of technology policies.
* Identify ways to maximise the value of available technology to achieve business strategies and outcomes.
* Monitor compliance with the organisation’s records, information and knowledge management requirements.
 | 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 are 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 |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| 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 |
| 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 | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |