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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Strategy Policy & Commissioning / Partnership | |
| **Location** | Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 9/10 | |
| **Role Number** | TBC | |
| **ANZSCO Code** | 511111 | |
| **PCAT Code** | 1227273 | |
| **Date of Approval** | 9 April 2021 | **Ref: PART 019** |
| **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. 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. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Develop and implement DCJ’s funding and performance management policies and procedures with funded services and plan, develop and monitor the services and performance of DCJ service delivery partners to ensure the needs of the community and our clients are met.

## Key accountabilities

* Plan and manage DCJ service contracting, performance monitoring, and service development that deliver effective business unit outcomes and meet client service delivery needs.
* Participate in negotiations of statewide purchase of services from providers, including consultation with providers, consumers, Local, State and Commonwealth government agencies and regional/State peak organisations.
* Apply a thorough understanding of internal policies, regulations and guidelines on contracting and service procurement to ensure good practice and regulatory requirements are followed and providers and clients are treated fairly.
* Coordinate management reporting and performance reporting activities ensuring internal and external service delivery partners comply with required reporting to allow monitoring of program deliverables and consistent understanding of client outcomes.
* Provide evidence-based expert advice on service delivery gaps and risks, continuation and potential reallocation of funding, withholding payments where appropriate, and the status of high risk services to the business unit leader, Director and/or the Executive Director. This ensures matters that impact the business unit’s current business and future decision-making are fully considered.
* Liaise and work across DCJ Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.
* Work effectively with team members towards mutual continued development and to provide feedback on program work undertaken.

## Key challenges

* Assisting service providers with understanding the requirements of the Funding Deed, Program Guidelines, Program Level Agreements, Service Delivery Schedules and the contracted results and outcomes expected of their service. The complexities of funding administration are compounded by the evolving nature of funding programs, ongoing organisational change, conflicting priorities of the customers and the methodology necessitated by the payment system and funding cycle.
* Building commitment and contributions from diverse stakeholders to ensure that projects undertaken include widespread consultation and encourage a cooperative approach.

## Key relationships

### Internal relationships

| Who you’ll work with | Why |
| --- | --- |
| 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 |
| Other DCJ Divisions | * Liaise to ensure the provision of timely and accurate advice when requested * Develop and maintain effective working relationships * Negotiate/agree on timeframes |
| DCJ Districts and Clusters | * Liaise to ensure consistent engagement with service delivery planning and service providers * Develop and maintain effective working relationships * Negotiate/agree on timeframes |

### **External relationships**

| Who you’ll work with | Why |
| --- | --- |
| Non-government Organisations | * Engage with service providers |
| Community | * Engage with service providers and client groups |

## Role dimensions

## Decision making

The role:

* 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 judgment under pressure or in the absence of complete information or as a source of expert advice to internal stakeholders across the Department 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.

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

## Reporting line

See divisional structure and supplementary material.

## 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.

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 | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply the expertise of key individuals to achieve organisational outcomes * Drive a culture of achievement and acknowledge input from others * Determine how outcomes will be measured and guide others on evaluation methods * Investigate and create opportunities to enhance the achievement of organisational objectives * Make sure others understand that on-time and on-budget results are required and how overall success is defined * Control business unit output to ensure government outcomes are achieved within budgets * Progress organisational priorities and ensure that resources are acquired and used effectively | | | 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 | |

# 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 |
| 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 |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| 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 |
| 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 |