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| **Portfolio** | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Strategy, Policy and Commissioning / Partnerships / System, Funding and Cards |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | Various |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 2119192 |
| **Date of Approval** | 26 March 2024 | **Ref: PART029** |
| **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

Provide specialist policy advice and high-level analysis on issues and strategies in line with the NSW Grants Administration Guide. Lead projects and teams to deliver grant programs. Work in partnership with the division’s key stakeholders, including the Premier’s Department, One Grants Management System (One GMS) users across DCJ, and non-government service providers and advocacy groups.

# Key accountabilities

* Plan, manage and implement research activities, program reforms, and evaluation projects as allocated by the Manager.
* Provide high-level advice on grant design and compliance with the NSW Grants Administration Guide.
* Provide high-level advice on grant management, legislation, ICT systems and business process via briefing notes, cabinet minutes and correspondence.
* Support key stakeholders on the design of grant programs, assessment processes, grant agreements and payment processes through One GMS.
* Effectively liaise and consult with non-government community organisations and government agencies.
* Effectively manage grant processes and grant funding agreements for the delivery of projects/service to the community.
* Contribute to the development and implementation of monitoring and evaluation frameworks of grant programs.

# Key challenges

* Developing policy in an area where there are complex issues and multiple viewpoints.
* Providing advice on politically sensitive issues within tight timeframes.
* Influencing and implementing policy change within a complex system and with multiple stakeholders.
* Communicating with a range of stakeholders including community organisations and senior representatives of government given the diversity of communication channels and styles that need to be employed.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager  | Works closely with the Manager and provides advice and briefings on key and emerging issues. |
| Director and Executive Director | To assist the Director and Executive Director by providing advice and briefings on key and emerging issues. |
| Other business centres within DCJ | Works collaboratively with other business centres to meet agreed objectives. |
| **External** |  |
| Minister’s office | To assist the Manager, the Director, and the Executive Director to provide advice and briefings about grant programs and the Grant Administration Guide |
| Other government agencies | To maintain relationships and partnerships with relevant state and federal government departments. |
| External agencies and organisations | To represent the department in professional and public forums, consult with and provide advice to a wide range of external organisations and community groups.  |

# Role dimensions

## Decision making

The role holder will represent the department in a variety of forums. As such they will be responsible for representing the department’s views and concerns. In this regard, decision making must occur with reference to the Manager, the Director, Executive Director, and other relevant senior officers in the department.

## Reporting line

The roles report directly to the Manager.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Demonstrated project experience in managing reforms and delivery of grant programs.
* Demonstrated experience in providing high level policy advice, including recommendations for policy and program changes to ensure compliance with the NSW Grant Administration Guide.

# Essential requirements

Tertiary qualifications in a relevant discipline such as contract management, procurement, social work, law, psychology, sociology or criminology, or equivalent level experience

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 |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Act as a professional role model for colleagues, set high personal goals and take pride in their achievement
* Actively seek, reflect and act on feedback on own performance
* Translate negative feedback into an opportunity to improve
* Take the initiative and act in a decisive way
* Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation
 | Advanced |
| 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 | * 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 |
| 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-arguments
* Work towards mutually beneficial ‘win-win’ outcomes
* Show sensitivity and understanding in resolving acute and complex conflicts and differences
* Identify key stakeholders and gain their support in advance
* Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise
* Anticipate and minimise conflict within the organisation and with external stakeholders
 | Advanced |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work
* Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
* Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
* Ensure current work plans and activities support and are consistent with organisational change initiatives
* Evaluate outcomes and adjust future plans accordingly
 | 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 evidence
* Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
* Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
* Seek contributions and ideas from people with diverse backgrounds and experience
* Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
* Identify and share business process improvements to enhance effectiveness
 | Adept |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
* Use available technology to improve individual performance and effectiveness
* Make effective use of records, information and knowledge management functions and systems
* Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
 | Intermediate |
| Business Enablers logo | **Project Management**Understand and apply effective planning, coordination and control methods | * Understand all components of the project management process, including the need to consider change management to realise business benefits
* Prepare clear project proposals and accurate estimates of required costs and resources
* Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements
* Identify and evaluate risks associated with the project and develop mitigation strategies
* Identify and consult stakeholders to inform the project strategy
* Communicate the project’s objectives and its expected benefits
* Monitor the completion of project milestones against goals and take necessary action
* Evaluate progress and identify improvements to inform future projects
 | Adept |
| 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 |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| 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 |