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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Transforming Aboriginal Outcomes / Aboriginal Services Unit |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | Generic |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 30 September 2022 | **Ref: TAO 024** |
| **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

Coordinate and assist in the implementation of state-wide and regional programs, projects and initiatives tailored for Aboriginal clients and Communities

# Key accountabilities

* Assist in managing a range of projects to deliver initiatives for the Aboriginal Services Branch (ASB).
* Undertake particular day to day and detailed aspects of project implementation, including monitoring project plans, coordinating resources, and managing deliverables and tasks.
* Assist with research and analysis to support the development of key projects across the Branch.
* Assist in managing projects designed to review, monitor and improve the effectiveness of service delivery within the Branch.
* Provide guidance and support, when required, to Aboriginal Client & Community Support Officers regarding Aboriginal Services program delivery.
* Assist the Regional Coordinator in preparing a range of project related documents as instructed, including status updates, reports, budgets and discussion papers.

# Key challenges

* Deliver and meet key ASB project deadlines and programs effectively and in line with agreed standards and milestones by balancing competing demands to ensure project/program objectives are achieved.
* Ability to recognise and identify strategies to address challenges impacting projects and service delivery in consultation with regional staff and Manager.
* Maintaining network of both internal and external stakeholders to support and facilitate effective project management and implementation.
* Effective communication and ability to mentor, offer support, advice and guidance to the Aboriginal Client Community Support Officer, Regional Coordinator and Project Managers.

**Key relationships**

| Who | Why |
| --- | --- |
| **Internal** |  |
| Regional Coordinator | Provide information and advice on workload and project outcomesProvide support and advice on operational matters |
| Staff within the Branch | Provide support, information and advice on project implementationAssist with developing strategies to improve project outcomesCollaborate and creates a productive and harmonious work environment |
| **External** |  |
| Community | Liaison regarding criminal justice issues, project and program development/management |
| Stakeholders | Establish and maintain relationships with internal and external stakeholder, provide advice and explore alternate options for project development and improvement |

# Role dimensions

## Decision making

* The position has autonomy in coordinating and managing their work.
* The occupant of the position will need to consult with the Region Coordinator or Manger/s on more complex matters impacting project delivery and outcomes

## Reporting line

This position reports to the Region Coordinator

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

* Aboriginality (see notes below)
* Relevant tertiary qualifications or equivalent experience.
* Current NSW Working with Children Clearance
* A current driver’s licence (unrestricted) and willingness to travel is required (regional locations only).

The Division will accept proof of Aboriginality confirming the following:

1. You are an Aboriginal person of Aboriginal descent
2. You identify as being Aboriginal; and
3. You are accepted as such by the community in which you live.

An acceptable form of documented verification is a “Confirmation of Aboriginality” letter provide to you by a local Aboriginal organisation that includes a common seal from that organisation.

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 and adaptable and respond quickly when situations change
* Offer own opinion and raise challenging issues
* Listen when ideas are challenged and respond appropriately
* Work through challenges
* Remain calm and focused in challenging situations
 | Intermediate |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience
* Support a customer-focused culture in the organisation
* Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Cooperate across work areas to improve outcomes for customers
 | Intermediate |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Use facts, knowledge and experience to support recommendations
* Work towards positive and mutually satisfactory outcomes
* Identify and resolve issues in discussion with other staff and stakeholders
* Identify others’ concerns and expectations
* Respond constructively to conflict and disagreements and be open to compromise
* Keep discussions focused on the key issues
 | Intermediate |
| 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 outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs
* Ensure 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 | * 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 | * 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 |

# 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 | Intermediate |
| 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 | 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 | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |