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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Courts, Tribunals & Service Delivery / Coroner’s Court |
| **Location** | Sydney |
| **Classification/Grade/Band** | Departmental Professional Officer Grade 2 |
| **Role Number** | 50008231 |
| **ANZSCO Code** | 139999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 21 July 2016 | **Ref: CATS0033** |
| **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.

# CISP overview

The Coronial Information and Support Program (CISP) is located at the NSW State Coroner’s Office and provides services for the whole of New South Wales. CISP is designed to provide information and support to families where a death has been reported to the Coroner and to facilitate communication between the Coroner and persons who have contact with the coronial jurisdiction.

# Primary purpose of the role

The Coronial Information and Support Program Officer is responsible for working in partnership with the Coordinator and other staff of the Coronial Information and Support Program (CISP) to:

* provide information and support to persons affected by deaths reported to the Coroner in New South Wales;
* facilitate communication between the Coroner and persons who have contact with the coronial jurisdiction; and
* provide short term support and debriefing to staff employed within the coronial jurisdiction.

# Key accountabilities

1. Provide accurate and timely information, support and guidance for clients throughout the coronial process.
2. Provide appropriate referrals for clients to address additional counselling, legal and other support needs.
3. Promote professional wellbeing by providing accurate and timely information, support and guidance for Coroners Court staff.
4. Liaise with key stakeholders including the Department of Health, NSW Police Force, legal professionals and non-Government service providers.
5. Promote awareness and understanding about coronial processes by contributing to professional and community education forums.
6. Contribute to efficiency activities within the Coroner’s Court context, including system improvement to better address the needs of clients.

# Key challenges

* Operating and managing client expectations within a complex, demanding and sensitive environment whilst ensuring, maintaining and embedding a culture of the highest level of integrity and confidentiality within work practices.
* Providing a service which is objective, professional and in accordance with the legislative framework that governs coronial processes, whilst meeting and responding to client’s support needs.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Coordinator, CISP Program | Consult and seek information and advice to clarify issues and situations. Escalate issues as required. |
| Manager, Coronial Services | Provide information and feedback as requested |
| State Coroner | Provide information and feedback as requested  |
| Courts and Tribunal Services, Department of Justice | Provide information and administrative support as required. |
| Team members | Work collaboratively to produce quality outcomes for clients |
| **External** |  |
| Key stakeholders including Department of Health, NSW Police Force, the legal profession and non-government service providers | Liaise with key stakeholders to ensure information and advice provided to clients is accurate, up to date, and meets their support needs. |
| Community representatives | Liaise with community representatives who provide information and support to inform the work of the CISP. |
| Other public sector agencies / departments | Clarify or seek information  |

# Role dimensions

## Decision making

The CISP Officer is responsible for providing face to face and telephone advice and assistance to individual clients to ensure the CISP fulfils its mandate to the highest standard possible. The role is responsible for assessing client needs and, where required, identifying appropriate community, counselling, legal and other support service referrals.

The role is largely autonomous and requires the Officer to be self-directed and make decisions that will best meet client needs while satisfying the legislative requirements that govern coronial processes. Where appropriate, the CISP Officer will seek specific guidance from the CISP Coordinator.

The role works closely with the Coordinator to develop comprehensive operational policies and protocols to ensure the CISP fulfils its mandate to the highest possible standards.

## Reporting line

The role reports to the CISP Coordinator.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Extensive knowledge and understanding of relevant legislation, public sector policies, procedures and guidelines relevant to the role.

# Essential requirements

* Tertiary qualifications in social work and/or psychology and post-admission professional experience in working with and providing support to bereaved families.

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 |
| 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  | **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 |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Ask questions to explore and understand issues and problems
* Find and check information needed to complete own work tasks
* Identify and inform supervisor of issues that may have an impact on completing tasks
* Escalate more complex issues and problems when these are identified
* Share ideas about ways to improve work tasks and solve problems
* Consider user needs when contributing to solutions and improvements
 | Foundational  |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Display familiarity and confidence when applying technology used in role
* Comply with records, communication and document control policies
* Comply with policies on the acceptable use of technology, including cyber security
 | Foundational  |

# 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 | Adept |
| 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 | Foundational |

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| Relationships logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| 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 | Foundational |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |