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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | NSW Civil and Administrative Tribunal |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBA |
| **ANZSCO Code** | 149212 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 26 April 2021 | **Ref: NCAT 0034** |
| **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

Conduct conciliation conferences between parties to facilitate the early resolution of matters in line with the NSW Civil and Administrative Tribunal’s (NCAT) key objectives of providing prompt, proportionate, accessible and cost effective services.

# Key accountabilities

* Conduct conciliation and other dispute resolution processes to assist parties to reach mutually acceptable outcomes within the requirements of the law
* Apply the rules of natural justice and procedural fairness and providing accurate and fair advice to parties in a balanced, professional and objective way
* Initiate and implement changes to enhance procedures
* Manage own workload including any work allocated that requires consideration by a person with the designation of registrar
* Deal with more complex matters, and provide procedural advice and assistance on legislation, regulations and rules
* Contribute to staff learning programs by facilitating information sessions on relevant topics including legislation and Tribunal procedures
* Monitor, identify and implement opportunities for continuous improvement, through the collection and analysis of data, to promote efficacy in the use of resources and the achievement of performance targets
* Work effectively with a diverse group of members of public, Tribunal Members and staff located in the different registries

**Key challenges**

* Maintaining a detailed and current knowledge of the legislation relevant to the Tribunal’s wide jurisdiction, regulations, policies, practices and procedures
* Maintaining expertise and a contemporary perspective on new and innovative ways to resolve cases more quickly consistent with proportionality principles - that is, the allocation of time to hearings should be made having regard to the amount of money involved, the complexity of the issues in dispute, the relative importance of the case and the proportionate allocation of resources
* Identifying and managing complex workflow and case management issues including independently developing, providing and implementing solutions in accordance with appropriate legislation and procedures

# Key relationships

| **Who** | **Why** |
| --- | --- |
| **Internal** |  |

|  |  |
| --- | --- |
| Divisional Registrar | For guidance, direction and advice on Tribunal strategic direction and operation |
| Deputy Divisional Registrar / Registry Co-ordinator | Guidance and advice on operational issues and resourcing |
| NCAT staff | Inspire and motivate staff; influence a positive organisational culture and commitment to ADR, innovative case management and use of proportionality principles |
| Tribunal Members | Provide support and information to Members about cases before the Tribunal |
| **External** |  |
| Parties to proceedings and their representatives | Provide accurate information, practice and encourage the use of ADR processes, assistance in resolution of cases |

 **Role dimensions**

**Decision making**

The Role:

* makes independent decisions in relation to the efficient disposal of matters before the Tribunal
* exercises sound discretion and judgment in communicating with parties and Tribunal Members
* makes recommendations for improvements to practice supported by evidence
* exercises statutory responsibilities as delegated or designated

**Reporting line**

The role reports to the Registry Coordinator.

**Direct reports**

The role has no direct reports.

**Budget/Expenditure**

As per the financial delegation.

# Key knowledge and experience

* Experience in a high volume customer service environment
* Experience and proven capacity in reviewing, developing, articulating and implementing practice and procedure
* Knowledge of contemporary dispute resolution, case management and Tribunal practices

# Essential requirements

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 | **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 | **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 |
| People Management logo | **Manage Reform and Change** Support, promote and champion change and assist others to engage with change | * Promote change processes and communicate change initiatives across the team/unit
* Accommodate changing priorities and respond flexibly to uncertainty and ambiguity
* Support others in managing uncertainty and change
 | Intermediate |

# 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 | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| 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 | 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 |
| 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 | Foundational |
| People Management logo |  |  |  |
| Manage and Develop People | Engage and motivate staff and develop capability and potential in others | Adept |
| Optimise Business Outcomes | Manage resources effectively and apply sound workforce planning principles | Intermediate |
| Inspire Direction and Purpose | Communicate goals, priorities and vision and recognise achievements | Intermediate |