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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Victims Services |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 7-8 |
| **Role Number** | 50004352 50004269 50004318 51000683 5000420850004317 50004338 50004339 50004273 50004244 51000685 51000684 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | HR to complete |
| **Date of Approval** | 18 April 2017 | **Ref: VS 0032** |
| **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. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

# Primary purpose of the role

Support the development, implementation and evaluation of policies, programs, initiatives and reforms to better support victims of violent crimes in NSW.

# Key accountabilities

Perform the duties of the role with professionalism, objectivity and integrity to the standard outlined in this Role Description and determined in the performance review process.

* Manage a range of projects to deliver initiatives to Victims Services and the Department.
* Engage with and provide timely advice to relevant stakeholders across Victims Services, the Department and externally on issues relevant to Victims of Crime.
* Be aware of, and work within, the broader policy, legislative and operational context, and take this into account in developing sound policy and program proposals.
* Consult effectively across the organisation and externally to meet rapidly changing priorities, address issues and provide integrated responses consistent with corporate messages and objectives.
* Undertake research and analysis to support the development of key policies and projects across Victims Services and the Department.
* Prepare a range of policy and project related documents as instructed, including correspondence, briefs, reports, budgets and discussion papers.
* Contribute to service delivery, service promotion, planning and project development to support the implementation of initiatives to support Victims of Crime.
* Provide quality assurance in the implementation and monitoring of service delivery.
* Represent the Victims Services’ position on key project issues and policies within the Sector, including to government and non-government organisations and the community.

# Key challenges

* Meeting project deadlines and budgets in line with agreed standards and milestones, while managing competing priorities in a high pressure work environment.
* Developing an effective network of both internal and external stakeholders to support and facilitate effective project management and implementation.
* Developing and recommending solutions to service delivery and policy problems, which align with the broader policy, legislative and operational context of Victims Services work.
* Managing the sometimes competing views of a diverse range of stakeholders, and working with these to ensure good policy and program outcomes.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Management  | * Provide advice, recommendations and reporting in relation to policy issues and projects.
* Participate in discussions and decisions regarding policy and program development and implement.
* Escalate issues and proposed solutions.
* Receive guidance and provide regular updates on key tasks, issues and priorities.
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| Work team | * Provide and receive feedback.
* Support team members and work collaboratively to contribute to achieving team outcomes.
* Participate in meetings, share information and provide input on issues.
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| **External** |  |
| External stakeholders | * Respond to enquiries.
* Develop and maintain effective working relationships and open channels of communication.
* Report and provide updates on project.
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# Role dimensions

## Decision making

Under the guidance of their respective team manager, the occupant has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation. The occupant of the position may consult with the line manager on more complex matters.

The occupant is also responsible for developing options and making recommendations to inform the decision making by their Manager, the Commissioner of Victims Rights and other Department of Justice Executive, and the Attorney General.

## Reporting line

## This role reports directly to the respective team Manager.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

Appropriate qualifications in a relevant discipline or relevant or equivalent 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 | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices
* Look for and take advantage of opportunities to learn new skills and develop strengths
* Show commitment to achieving challenging goals
* Examine and reflect on own performance
* Seek and respond positively to constructive feedback and guidance
* Demonstrate and maintain a high level of personal motivation
 | 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 |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required
* Complete work tasks within set budgets, timeframes and standards
* Take the initiative to progress and deliver own work and that of the team or unit
* Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
* Identify any barriers to achieving results and resolve these where possible
* Proactively change or adjust plans when needed
 | Intermediate |
| 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 |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| 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 | Foundational |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| 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 | Foundational |
| 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 |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |