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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corrective Services, Community Corrections |
| **Location** | Blacktown |
| **Classification/Grade/Band** | Clerk Grade 9/10  |
| **Role Number** | 25905 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 22 February 2017 (updated December 2017) | **Ref: CS0137** |
| **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

Provide leadership and representation for Community Corrections in all high risk offender applications in the Supreme Court.

Lead initiatives and projects to ensure that the Extended Supervision Order Team maintains supervision and service delivery standards to the required level by enhancing governance and quality assurance within the team.

# Key accountabilities

* Manage all high risk offender applications on behalf of Community Corrections including providing evidence in the Supreme Court on behalf of Corrective Services NSW..
* Develop relationships and negotiate with stakeholders to deliver greater success in high risk offender applications and the most appropriate order conditions being applied for.
* Manage and oversee major aspects of high risk offender applications, including monitoring the progress of applications, reviewing documentation and negotiating outcomes with key stakeholders..
* Undertake research and analysis to support the development of key initiatives and projects within /across Community Corrections, Extended Supervision Order team.
* Manage projects designed to review, monitor and improve the effectiveness of service delivery within the Extended Supervision Order team.
* Provide timely advice, critical analysis and communication to key stakeholders regarding the management of applications, any emerging trends in applications, advise on areas for improvement or initiatives evolving in other jurisdictions.
* Provide high level advice and support to Senior Community Corrections Executive and the Extended Supervision Order team in relation to the management of high risk offender applications and governance of the Extended Supervision Orders team.
* Prepare a range of Extended Supervision Order related documents to key stakeholders as required including Briefing Notes, Risk Management Reports, affidavits and other documents related to the management of Extended Supervision Orders.
* Provide representation for Corrective Services and the Extended Supervision Order team in a variety of settings including committees, negotiations and meetings.

# Key challenges

* Dealing with complex and sensitive political issues when managing initiatives and projects to ensure effective stakeholder management and project implementation.
* Meeting application deadlines in line with agreed standards and milestones.
* Maintaining partnerships with key stakeholders involved in High Risk Offender applications and management.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director  | Provide high level advice and reporting on the status of projects |
| Extended Supervision Order Team | To provide on call assistance, advice and support |
| Other Staff within the immediate Unit/Branch/Division | Provide and receive information and advice relating to High Risk Offenders |
| **External** |  |
| Stakeholders, clients, other agencies and community | Consultations, negotiations and partnership arrangements. |

# Role dimensions

## Decision making

The role has autonomy in coordinating and managing their work. The Senior Project Officer makes decisions on matters under their direct control. The Senior Project Officer will need to negotiate tasks and deadlines with Director.

The role 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 role will consult with the Director on more complex matters.

## Reporting line

The role reports to the Director Sydney West.

## Direct reports

May be responsible for a project officer.

## Budget/Expenditure

Nil

# Key knowledge and experience

Experience in the management of high risk offenders and the development and maintenance of governance structures and quality assurance processes.

# Essential requirements

Relevant tertiary qualifications 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 | **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 |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding
* Translate technical and complex information clearly and concisely for diverse audiences
* Create opportunities for others to contribute to discussion and debate
* Contribute to and promote information sharing across the organisation
* Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
* Explore creative ways to engage diverse audiences and communicate information
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in plain English and in a range of styles and formats
 | Advanced |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position
* Lead and facilitate productive discussions with staff and stakeholders
* Encourage others to talk, share and debate ideas to achieve a consensus
* Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
* Influence others with a fair and considered approach and sound arguments
* Show sensitivity and understanding in resolving conflicts and differences
* Manage challenging relationships with internal and external stakeholders
* Anticipate and minimise conflict
 | 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 | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues
* Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others
* Take account of the wider business context when considering options to resolve issues
* Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements
* Implement systems and processes that are underpinned by high- quality research and analysis
* Look for opportunities to design innovative solutions to meet user needs and service demands
* Evaluate the performance and effectiveness of services, policies and programs against clear criteria
 | Advanced |
| 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 | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| 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 | 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 |