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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Office of the Advocate for Children and Young People (ACYP)  |
| **Location** | Strawberry Hills |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| R**ole Number** | TBA |
| **ANZSCO Code** | 134 2 1 4 |
| **PCAT Code** | 3119192 |
| **Date of Approval** | 18 August 2022 | **Ref: ACYP 005** |
| **Agency Website** | www.dcj.nsw.gov.au |

# 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.

# Office the Advocate Children and Young People

The Advocate works to improve the safety, welfare and wellbeing of all children and young people in NSW. The Office of the Advocate speaks up for children and young people to ensure that their rights are respected, and their points of view heard by adult decision makers. The Office of the Advocate engages with the children and young people of NSW and listen to their feedback and input.

The role of the NSW Advocate for Children and Young People is to influence and initiate positive change by:

* making recommendations to Parliament, and government and non-government agencies on legislation, policies, practices and services that affect children and young people
* promoting children and young people’s participation in activities and decision-making about issues that affect their lives
* Conducting research into children’s issues and monitoring children’s well-being holding inquiries into important issues relating to children and young people
* Providing information to help children and young people

**Primary purpose of the role**

The Participation team supports the core functions of the Advocate as described in the Advocate for Children and Young People Act s.15.

The Participation Manager manages and coordinates the development and implementation of a range of projects that strengthen the voice of children and young people in the decisions that affect their lives. This role involves a high level of engagement with children and young people, and other stakeholders and the management of the Participation team and team’s output.

# Key accountabilities

* Manage resources, budgets, and projects that contribute to the creation and dissemination of knowledge about the lives of children and young people in NSW. Manage the staffing of ACYP’s Participation team to maximise achievement of goals and to ensure staff have the required levels of skills and performance.
* Provide operational direction and leadership to ACYP’s Participation Team including managing and coordinating team activities to establish and maintain an outcome-oriented culture of teamwork, achievement and accountability.
* Ensure effective operations and cost-effective use of organisation’s resources.
* Provide guidance, support and point of contact for staff in the Participation team on DCJ policies and procedures that impact on the operation of the business area.
* Provide proactive and evidence-based expert advice on best practice in the participation of children and young people in decision making processes and reports to the Director and the Advocate for Children and Young People.
* Deliver innovative consultation and participation projects with children and young people.
* Engage and consult with internal and external stakeholders on issues affecting children and young people in NSW.
* Critically analyse and present qualitative and quantitative data gathered from consultation and participation projects.

# Key challenges

* Dealing with sensitive, complex matters appropriately and confidentially.
* Maintaining a current knowledge of government policies, procedures, projects, programs, initiatives and government protocols
* Managing a large volume of core work and competing priorities across the Participation Team.

# Key relationships

### Internal relationships

| Who you’ll work with | Why |
| --- | --- |
| Advocate/Director | * Provide expert advice and contribute to decision making
* Identify emerging issues/risks and their implications and propose solutions
* Receive advice and report on progress towards business objectives and discuss future directions
 |
| Direct reports | * Lead, direct, manage and support performance and development
 |
|  Stakeholders | * Provide expert advice on a range of policy issues and strategies
* Optimise engagement to achieve defined outcomes
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| DCJ Districts and Clusters | * Liaise to ensure consistent engagement with service delivery planning and service providers
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
 |

### External relationships

| Who you’ll work with | Why |
| --- | --- |
| Non-government Organisations | * Engage with service providers
 |
| Community | * Engage with service providers and client groups
 |

# Role dimensions

## Decision making

* The role holder will set own priorities and those of any staff/project staff supervised.
* The role holder will maintain independence to develop a suitable approach in managing a unit/team, allocating resources, determining the conceptual framework towards projects and development of strategic plans.
* The role holder will ensure that unit/team recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as the source of expert advice to internal stakeholders.

Refer to the DCJ Delegations for specific financial and/or administrative delegations for this role.

## Reporting line

Director

## Direct reports

Up to seven direct reports

## Budget/Expenditure

Nil

# Key knowledge and experience

Tertiary qualifications in a relevant discipline or equivalent experience

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 | **Value Diversity and Inclusion**Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | * Encourage and include diverse perspectives in the development of policies and strategies
* Take advantage of diverse views and perspectives to develop new approaches to delivering outcomes
* Build and monitor a workplace culture that enables diversity and fair and inclusive practices
* Implement practices and systems to ensure that individuals can participate to their fullest ability
* Recognise the value of individual differences to support broader organisational strategies
* Address non-inclusive behaviours, practices and attitudes within the organisation
* Champion the business benefits generated by workforce diversity and inclusive practices
 | Advanced |
| 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  | **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 |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Recognise outcomes achieved through effective collaboration between teams
* Build cooperation and overcome barriers to information sharing, communication and collaboration across the organisation and across government
* Facilitate opportunities to engage and collaborate with stakeholders to develop joint solutions
* Network extensively across government and organisations to increase collaboration
* Encourage others to use appropriate collaboration approaches and tools, including digital technologies
 | Advanced |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work
* Initiate, prioritise, consult on and develop team and unit goals, strategies and plans
* Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses
* Ensure current work plans and activities support and are consistent with organisational change initiatives
* Evaluate outcomes and adjust future plans accordingly
 | Adept |
| Results logo | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Assess work outcomes and identify and share learnings to inform future actions
* Ensure that own actions and those of others are focused on achieving organisational outcomes
* Exercise delegations responsibly
* Understand and apply high standards of financial probity with public monies and other resources
* Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safety
* Conduct and report on quality control audits
* Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks
 | Adept |
| Business Enablers logo | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
* Understand the impacts of funding allocations on business planning and budgets
* Identify discrepancies or variances in financial and budget reports, and take corrective action
* Know when to seek specialist advice and support and establish the relevant relationships
* Make decisions and prepare business cases, paying due regard to financial considerations
 | Adept |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
* Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
* Develop work plans that consider capability, strengths and opportunities for development
* Be aware of the influences of bias when managing team members
* Seek feedback on own management capabilities and develop strategies to address any gaps
* Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
* Monitor and report on team performance in line with established performance development frameworks
 | 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 | Adept |
| Manage Self  | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Act with Integrity  | Be ethical and professional, and uphold and promote the public sector values | Adept |
| Relationships logo  |  |  |  |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflict | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
|  |  |  |
| Business Enablers logo |  |  |  |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Technology  | Understand and use available technologies to maximise efficiencies and effectiveness | Adept |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |
| **People Management logo** |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Adept |