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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Housing, Disability and District Services (Southern) / Southeast, South and North Sydney NSW Districts |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | TBC |
| **ANZSCO Code** | 411711 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 07 August 2014 | **Ref: SES 012** |
| **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

Senior Client Service Officers (Specialist) provide specialist advice and support service brokerage for clients with complex support and housing needs. The role manages relationships, partnerships and networks between communities and the Department to improve communication on and access to services for clients and to support sustainable tenancies.

# Key accountabilities

* Provide advice and/ or make appropriate referrals to assist clients with complex support and housing needs in accessing appropriate support services.
* Work collaboratively with Client Service Officers, internal specialists and external service providers to develop innovative strategies to deliver improved client outcomes and overcome barriers to access.
* Coordinate and monitor case management plans in consultation with relevant professional specialists, agencies and service providers.
* Develop and sustain local partnerships with other providers to build stronger communities
* Identify development and training needs for client service teams and provide on the job training, mentoring and guidance to client service staff to ensure a clients specific needs are understood and appropriate services are delivered.
* Manage integrity of client data and files so that information is relevant, accurate and secure.

# Key challenges

* The Senior Client Service Officer Specialist deals with the most disadvantaged and vulnerable clients and their advocates.
* Collaboration with internal service areas as well as other agencies and service providers to broker services for individual clients requires a high degree of sensitivity and professional empathy.
* Sharing specialised knowledge and coaching and guiding team members to strengthen team effectiveness in managing competing client needs and compliance with relevant legislation is an important aspect of the role.
* Working across a broad range of policy and processes within FACS service streams.
* Senior Client Service Officer Specialists often need to respond to and manage antisocial behaviour

## **Key relationships**

### Internal relationships

| Who you’ll work with |  Why |
| --- | --- |
| Client service Officers | * Support client service officers in dealing with clients with complex support needs
* Build team effectiveness and capability
 |
| Senior Client Service Officers | * To share information and expertise
 |
| Other client service teams across CS and ADHC | * Contribute to integrated and effective service delivery with longer term benefits for clients and communities
 |

### External relationships

| Who you’ll work with |  Why |
| --- | --- |
| Client advocates | * Tailoring support to individual client needs
* Identifying opportunities for service improvements
 |
| Other professional specialists | * Support tenancy and community participation initiatives
* Coordinating case management to ensure continuity of support for clients
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# Role dimensions

## Decision making

## In consultation with the line manager, this role has the authority to provide guidance, coaching, mentoring and on the job training to client service staff to ensure they are effectively and safely performing their roles

## Reporting line

Reports to the Team Leader

## Direct reports

Nil

## Budget/Expenditure

Refer to Department Delegations.

# Essential requirements

Current driver’s licence

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
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Be willing to develop and apply new skills
* Show commitment to completing assigned work activities
* Look for opportunities to learn and develop
* Reflect on feedback from colleagues and stakeholders
 | Foundational  |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Focus on providing a positive customer experience
* Support a customer-focused culture in the organisation
* Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers
* Identify and respond quickly to customer needs
* Consider customer service requirements and develop solutions to meet needs
* Resolve complex customer issues and needs
* Cooperate across work areas to improve outcomes for customers
 | Intermediate |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Build a supportive and cooperative team environment
* Share information and learning across teams
* Acknowledge outcomes that were achieved by effective collaboration
* Engage other teams and units to share information and jointly solve issues and problems
* Support others in challenging situations
* Use collaboration tools, including digital technologies, to work with others
 | 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 | **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 | Foundational |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| 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 | Foundational |
| 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 | 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 | Foundational |