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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Youth Justice NSW |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | 50012059, 50012589, 50011078, 50011079, 50011080 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | TBA |
| **Date of Approval** | 3 July 2015 | **Ref: YJ 0074** |
| **Agency Website** | www.dcj.nsw.gov.au |

***This role description applies to multiple roles across DCJ. 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

Review, develop, manage and implement a range of comprehensive projects, policies and practices for the Youth Justice Division to support and monitor effective service delivery.

The role is accountable for the leadership and implementation of corporate and strategic research projects, and the provision of policy advice and consultancy services to Youth Justice senior management teams and other client groups. These projects result in reports that assist senior management with decisions in relation to corporate direction, management, budgeting, and operational service delivery.

# Key accountabilities

* Design, implement and coordinate a range of projects, policies and practices to drive initiatives in line with Division’s objectives in the delivery of effective outcomes and meet client service delivery needs.
* Manage and oversee major aspects of project management and implementation, including developing, monitoring project plans, coordinating resources, and managing budgets to ensure successful project milestones are met.
* Undertake research and analysis to support the development of key projects and related policies across the Division.
* Manage projects designed to review, monitor and improve the effectiveness of service delivery within the Division.
* Provide timely advice and communicate with key stakeholders across the Division regarding project status and implementation issues, by building key strategic relationships with external stakeholders to ensure services are informed by and to manage changing community and business area expectations.
* Provide advice and lead project team members in undertaking tasks and implementing project plans.
* Prepare a range of project related documents to key stakeholders as required, including status updates, reports, budgets and discussion papers and control the flow of information.
* Contribute to the development of project management methodologies and process across the Division.

# Key challenges

* Managing projects in a complex and sensitive political environment.
* Meeting project deadlines and budgets in line with agreed standards and milestones.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Management | Provide high level advice and reporting on the status of projects |
| Other Staff within the immediate unit or organisation | Provide and receive information and advice relating to the project/s |
| **External** |  |
| Stakeholders, other agencies and community | Consultations, negotiations and partnership arrangements. |

# Role dimensions

## Decision making

The position has autonomy in coordinating and managing their work within defined time frames, prepares project definitions and undertakes corporate and strategic projects resulting in the submission of detailed reports and recommendations.

The Senior Project Officer makes decisions on matters under their direct control, and will need to negotiate tasks and deadlines with senior managers.

The incumbent facilitates an ongoing effective consultative process between senior management, staff, clients and project staff. The occupant of the position may consult with the project manager / project sponsor on more complex matters.

## Reporting line

## The role reports to the Project Manager/ Project Sponsor

## Direct reports

TBC

## Budget/Expenditure

Nil

# Key Knowledge and Experience

* Understanding and knowledge of the significant trauma and disadvantage young people experience. Display key understanding of the unique sensitive, cultural differences and social complexities of young people, their families and communities.

# Essential requirements

* Relevant tertiary qualifications or equivalent experience.
* A current Driver’s License for roles within Youth Justice Operations Divisions.
* Travel may be a requirement of this position.
* Current NSW Working with Children Check clearance

**For Aboriginal and Torres Strait Islander roles only**

* Aboriginal and/or Torres Strait Islander persons who are culturally aware and responsive to the needs of Aboriginal people and communities.
* Where a position is identified, an applicant’s race is a genuine occupational qualification and authorised by Section 14(d) of the Anti-Discrimination Act 1977.
* Documented verification of Aboriginality.

The division will accept proof of Aboriginality confirming the following:

1. You are an aboriginal person of Aboriginal descent;
2. You identify as being Aboriginal; and
3. You are accepted as such by the community in which you live

An acceptable form of documented verification is a “Confirmation of Aboriginality” letter, provided to you by a local Aboriginal organisation that includes a common seal from that organisation.

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** |
|  | **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 |
|  | **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 |
|  | **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 |
|  | **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 |
|  | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
* Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
* Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
* Seek contributions and ideas from people with diverse backgrounds and experience
* Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
* Identify and share business process improvements to enhance effectiveness
 | Adept |
|  | **Project Management**Understand and apply effective planning, coordination and control methods | * Prepare and review project scope and business cases for projects with multiple interdependencies
* Access key subject-matter experts’ knowledge to inform project plans and directions
* Design and implement effective stakeholder engagement and communications strategies for all project stages
* Monitor project completion and implement effective and rigorous project evaluation methodologies to inform future planning
* Develop effective strategies to remedy variances from project plans and minimise impact
* Manage transitions between project stages and ensure that changes are consistent with organisational goals
* Participate in governance processes such as project steering groups
 | Advanced |
|  | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
* Look for ways to develop team capability and recognise and develop individual potential
* Be constructive and build on strengths by giving timely and actionable feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolving issues
* Effectively support and manage team members who are working flexibly and in various locations
* Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected
* Consider feedback on own management style and reflect on potential areas to improve
 | 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 |  |  |  |
| 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 |
| 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 | Intermediate |