**Role Description**

**Community Resilience Officer**

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| **Cluster** | **Communities and Justice**  |
| **Department/Agency** | **Multicultural NSW** |
| **Division/Branch/Unit** | **Community & Policy – Community Resilience team** |
| **Role number** | **TBA** |
| **Classification/Grade/Band** | **7/8** |
| **Senior executive work level standards** | **Not Applicable** |
| **ANZSCO Code** | **511112** |
| **PCAT Code** | **3119192** |
| **Date of Approval** | **January 2025** |
| **Agency Website** | **www.multicultural.nsw.gov.au** |

**Agency overview**

NSW is home to 33.6% of Australia’s overseas-born population. We come from over 310 ancestries, practice more than 139 religions and use more than 283 languages, with 29.3% of NSW people born overseas. The purpose of Multicultural NSW is to build and maintain a cohesive and harmonious multicultural society that enriches the lives of all the people of NSW.

Our work is underpinned by the Multicultural NSW Act 2000, which establishes Multicultural NSW as the lead agency for promoting and monitoring the multicultural principles set out in the Act. The Multicultural NSW Advisory Board, which is constituted under the Act, is an independent body that draws on the cultural diversity, skills and experience of its members to provide advice to the Agency and the Minister

**Primary purpose of the role**

The Community Resilience Officer is part of the Community Resilience team within the Community & Policy Division at Multicultural NSW. Community Resilience is a strategic priority for Multicultural NSW. The Community Resilience team leads pioneering policies and proven programs that aim to inspire the people of NSW to foster social cohesion, stand united against divisive forces, and come together in times of need.

The team works under a whole-of-society model of community resilience that aims to build and maintain robust, sustainable, cooperative networks that operate across communities and sectors, and that can mobilise to respond to challenges and threats to community harmony, resolve conflict, and actively promote social cohesion.

Working closely with community partners, academic experts, police and government agencies, the Community Resilience team develops evidence-based policy and delivers key strategic projects at the local, state and national levels.

To support the Associate Director, Manager Community Resilience and Community Resilience team to deliver strategically significant policy and program initiatives that aim to build community resilience to threats to social cohesion and community harmony. To prepare high quality, evidence-based analysis, advice and briefings on complex and sensitive social cohesion issues, plan and deliver multiple projects with competing priorities and strict deadlines, and negotiate and develop strategic relationships with community, government, police and academia to achieve project and policy priorities.

There are two Community Resilience Officer roles available as part of this recruitment process. One will report to the Manager Community Resilience (Policy, Research and Evaluation) and will support policy, briefings, research and evaluation functions for the team. The other role will report to the Manager Community Resilience (Programs and Partnerships) and will support the management of programs, partnerships, and community resilience networks. We invite applicants with skills and experience relating to either role.

**Key accountabilities**

* Support the Associate Director and Manager Community Resilience to deliver a range of strategically significant programs and initiatives that aim to build community resilience to threats to social cohesion and community harmony.
* Identify, analyse, build expertise and prepare high quality briefings, advice and correspondence for the Agency Executive and government on complex and sensitive social cohesion policy issues
* Plan projects and manage project variables to deliver project objectives to the required standards and targets within budget and timeframes.
* Negotiate and develop strategic relationships with community, government, police and academia to achieve project and policy priorities.
* Facilitate culturally competent dialogue and engagement with communities, identify and align resources to build community capacity and resilience, and establish and maintain robust, responsive, sustainable, cooperative community networks across NSW regions in support of community resilience-building objectives.
* Represent the Agency where requested at community and government meetings, forums, consultations and negotiations.
* Work collaboratively and support team members and other teams to deliver Agency priorities.
* Maintain highest standards of knowledge management and record keeping through the effective use of systems and technology.
* Work as a productive, transparent and accountable member of Multicultural NSW, demonstrating a high standard of integrity and ethical behaviour in the execution of your duties.
* Act in a way that aligns with our Agency’s overarching remit to promote and advance social cohesion and community harmony in our culturally diverse society.
* Uphold statutory requirements relating to work health and safety and staff management and support strategies to promote an equitable, diverse and inclusive workforce environment.
* Flexible work arrangements, including out of hours engagements, weekends and possible intra-state and/or interstate travel.

**Key challenges**

* Provide considered advice and solutions in a high-volume work environment, with competing priorities and deadlines which are often changing and unpredictable.
* Coordinate internal and external stakeholders for effective outcomes on complex policy issues.
* Supporting and coordinating projects and activities from conception to conclusion within limited timeframes and budgets.
* Managing work in consideration of politically and socially sensitive issues and situations that have the potential to attract significant national and international media attention.
* Supporting and maintaining positive relationships with community members and government stakeholders on sensitive issues.
* Managing different and competing business and stakeholder interests, expectations, and priorities to ensure plans and objectives are met.

**Key relationships**

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| **Who** | **Why** |
| **Internal** |  |
| CEO, Executive, Senior Leadership Team, Associate Director, Manager, team staff | * Ensure work priorities reflect Agency’s and divisions strategic priorities.
* Maintain effective working relationships to ensure collaboration and communication.
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| **External** |  |
| Community Members andStakeholders; Government Agencies. | * Develop and maintain effective working relationships to facilitate the

engagement and input of external stakeholders to facilitate optimal engagement and contribution to policy issues or project related work. |

**Role dimensions**

**Decision making**

* Makes independent decisions regarding the allocation of time and resources to daily activities to the achievement of project outcomes.
* Is accountable for meeting assigned objectives within timeframes and budget.
* Decisions on key issues and initiatives are made in collaboration with the Associate Director, Community Resilience
* Discussions are held with the Associate Director, Community Resilience to establish resources, work procedures and priorities, to determine the presentation of reports for project/program outcomes, and to resolve issues that may impact on the quality of planned initiatives.

**Reporting line**

This role reports to the Manager Community Resilience, who reports to the Associate Director Community Resilience, Director Community & Policy, CEO and Minister. There are two Community Resilience Officer roles available as part of this recruitment process. One will report to the Manager Community Resilience (Policy, Research and Evaluation) and will support policy, briefings, research and evaluation functions for the team. The other role will report to the Manager Community Resilience (Programs and Partnerships) and will support the management of programs, partnerships, and community resilience networks.

**Direct reports**

N/A

**Budget/Expenditure**

N/A

**Essential requirements**

* Tertiary qualification in relevant field or relevant experience
* Successful ‘Working with Children’ check
* Experience in brief writing and report writing
* Experience in project management
* Experience in dealing with complex and sensitive community issues
* Demonstrated capacity to work with diverse communities across all levels.
* Demonstrated knowledge of Multicultural NSW legislative framework.

**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**

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| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| personal-attributes | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Adapt existing skills to new situations
* Show commitment to achieving work goals
* Show awareness of own strengths and areas for growth, and develop and apply new skills
* Seek feedback from colleagues and stakeholders
* Stay motivated when tasks become difficult
 | Intermediate |
| personal-attributes | **Value Diversity and Inclusion**Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | * Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs
* Seek participation from others who may have different backgrounds, perspectives and needs
* Be open to different perspectives and experiences in generating ideas and solving problems
* Adapt well in diverse environments
* Respond constructively to feedback regarding observations of bias in language or behaviour
 | Intermediate |
| relationships | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English
* Clearly explain and present ideas and arguments
* Listen to others to gain an understanding and ask appropriate, respectful questions
* Promote the use of inclusive language and assist others to adjust where necessary
* Monitor own and others’ non-verbal cues and adapt where necessary
* Write and prepare material that is well structured and easy to follow
* Communicate routine technical information clearly
 | Intermediate |
| relationships | **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 | **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 | **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 |
| results | **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 | **Project Management**Understand and apply effective project 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 are not relevant for recruitment purposes however may be relevant for future career development.

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| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts. | Intermediate |
| results | Deliver Results |  Achieve results through the efficient use of resources and a commitment to quality outcomes.  | Intermediate |
| business-enablers | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| business-enablers |  Technology | Understand and use available technologies to maximise efficiencies and effectiveness |  Intermediate  |