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| **Portfolio** | Communities and Justice | |
| **Department** | Corrective Services NSW (CSNSW) | |
| **Division/Branch/Unit** | Community Corrections | |
| **Location** | Various | |
| **Classification/Grade/Band** | Clerk Grade 7/8 | |
| **Role Number** | Multiple | |
| **ANZSCO Code** | 511112 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 7 February 2024 | **REF: CS0378** |
| **Agency Website** | www. correctiveservices.dcj.nsw.gov.au | |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

# Primary purpose of the role

# Local Coordinated Multiagency offender management (LCM) is an intensive, interagency case management program for higher risk offenders with complex needs. This role works closely with external stakeholders, local service providers and frontline Community Corrections staff to deliver support and tailored interventions to targeted offenders. The role is the primary contact point, representative and advocate for LCM in an area, and is the conduit between Community Corrections, NSW Police Force, NSW Health, DCJ Housing, DCJ Child Protection and other government and non-government agencies.

# Key accountabilities

# Build local knowledge of the program by delivering regular training to internal staff and external stakeholders and inducting them into LCM meetings.

# Generate referrals to LCM, identify eligible offenders, assess their suitability for LCM and in consultation with partner agencies, accept offenders onto the program.

# Work collaboratively with Community Corrections Officers to regularly liaise with and support LCM participants, including engaging in interviews, conducting home visits with the supervising officer and attending appointments at services with participants.

# Gather, summarise and analyse information received from partner agencies to assist in making program selection decisions and recommendations regarding the participant’s goals and necessary interventions to the Practitioner Group (PG).

# Develop, maintain and proactively source strong relationships with partner agency representatives, local service providers and Community Corrections staff to facilitate effective information exchange and achieve case plan outcomes for participants.

# Provide secretariat support to PG and Multiagency Coordination Group (MCG) meetings, including scheduling meetings, preparing meeting agendas and minutes and chairing meetings, to support the local governance and operation of LCM.

# Manage and maintain all records associated with LCM to ensure compliance with the requirements of the *State Records Act 1998*.

# Key challenges

# Handling sensitive, personal and confidential information about an individual referred to or managed under LCM in accordance with LCM guidelines and legislative/privacy requirements.

# Completing tasks within tight timeframes and consistently performing to a high standard in accordance with the *LCM Practice Guidelines*.

# Facilitating partner agencies’ focus on and commitment to the key principles and objectives of LCM.

# Working with participants who have complex needs, trauma and challenging personal circumstances and supporting them to achieve their individual goals.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Other LCM Coordinators | * To ensure consistent practice in LCM activities across the state * To provide additional support and guidance on the implementation of LCM, and to troubleshoot common issues that arise across sites |
| Community Corrections Officers/Senior Community Corrections Officers and Unit Leaders | * To provide and receive information, updates and advice relating to the offenders they supervise that are eligible or selected for LCM * To assist in identifying and engaging eligible offenders in LCM |
| Community Corrections Manager | * To provide direct supervision and support in developing, implementing and monitoring the operational aspects of LCM locally |
| Senior Project Officer, Strategic Operations | * To ensure compliance with agreed LCM operational practices * To provide support and assist in the escalation of issues with internal and external stakeholders |
| **External** |  |
| Partner agency representatives | * To provide support, facilitate information exchange, coordinate meetings and ensure understanding and adherence to their roles within LCM, as set out by the *LCM Practice Guidelines* |
| Local service providers | * To identify relevant local service providers who can provide services that will benefit LCM participants, and to answer any questions and increase awareness and understanding of LCM |

# Role dimensions

## Decision making

The role will represent the Department in a variety of forums. As such, the LCM Coordinator will be responsible for representing the LCM principles and operations. Decision-making must occur with the support of the local Community Corrections Manager.

In respect to the local operation of LCM, the LCM Coordinator has significant autonomy to make decisions to support the effective operation of LCM in their local area, including the selection of participants onto the program.

## Reporting line

## This role reports to the relevant Community Corrections Manager.

## Direct reports

Nil.

## Budget/Expenditure

Nil.

# Key knowledge and experience

* Knowledge of the criminal justice system and the roles of NSW Police Force and Community Corrections.
* Demonstrated experience providing secretariat support to high level groups, including the coordination of meetings, preparation of reports and minute taking.
* Demonstrated experience in proactively identifying relevant resources to support offenders and implementing effective solutions when faced with challenges in organising service delivery for offenders.
* Demonstrated interpersonal and communication skills to continuously build and maintain strong relationships with a wide variety of stakeholders, including offenders with significant trauma backgrounds.

# 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** | **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 | * 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 |
| Relationships logo | **Work Collaboratively**  Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration * Build cooperation and overcome barriers to information sharing and communication across teams and units * Share lessons learned across teams and units * Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work * Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | Adept |
| 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 | **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 |
| Business Enablers logo | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks * Use available technology to improve individual performance and effectiveness * Make effective use of records, information and knowledge management functions and systems * Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | 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** | **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 | Intermediate |
| 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 | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Adept |
| 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 | 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 | Intermediate |