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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Youth Justice NSW / YASMAR |
| **Location** | Yasmar Training Centre |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | 50000556, 51011755 |
| **ANZSCO Code** | 223311 |
| **PCAT Code** | 1124346 |
| **Date of Approval** | 10 August 2023 | **Ref:** **YJ 0106** |
| **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.

# Primary purpose of the role

Design and deliver quality training and development programs, particularly programs aimed at Aboriginal Young People and ensure they are a key link between the unit and Aboriginal stakeholders at all levels across the state.

The role provides services, solutions and identifies training and development needs; contribute to the formulation of programs, plans & services to ensure managers and staff have the skills, tools and capabilities to perform their roles safely, professionally and with cultural competence in a child related context.

This role is committed to building a workforce that better reflects the perspectives of the Aboriginal and Torres Strait Islander communities we serve.

# Key accountabilities

* Develop and maintain relationships with the Aboriginal community and key stakeholders to successfully deliver programs
* Work with managers, teams and individuals to identify gaps and learning / development needs and recognise opportunities for interventions to improve capability and performance of individuals and teams.
* Design / develop learning and development programs, services and solutions working collaboratively with subject matter experts and managers, in particular working closely with the Aboriginal Strategic Coordination Unit and various committees to ensure the OD&T Unit is engaging effectively with Aboriginal Stakeholders and is across relevant / emerging issues.
* Review and evaluate training and development programs, events and services and implement continuous improvement strategies to ensure key Departmental objectives are delivered and / or to provide a sustainable and capable workforce and a high-performance culture.
* Carry out the role of program owner or content owner/ reviewer where assigned, particularly all Aboriginal Programs, ensuring that all aspects relating to the design, scheduling, delivery, conduct and recording of the program regardless of venue is managed successfully within required standards, goals and timeframes and ensure work always meets the required standard and is delivered appropriately on time and in budget.
* Contribute to the design, development, implementation and evaluation of capability development strategies and work with others to deliver / demonstrate measurable improvements in workplace performance.
* Provide advice and solutions to management as they seek to identify skill / performance gaps and seek to ensure that the required capabilities and ongoing development needs of their staff are available and delivered in a quality, cost effective manner.
* Evaluate and report on the outcomes of events / programs / services and benchmark against other relevant comparisons to ensure we have current, evidence based and appropriate offerings, including resubmitting programs for mandated review following accreditation according to the review schedule.
* Prepare correspondence, briefings, reports and analysis on programs, research findings, emerging issues, risks and potential improvement opportunities / solutions.
* Represent the unit at Aboriginal staff conferences and dedicate time to collaborate with internal and external Aboriginal stakeholders to ensure currency with key issues and to ensure that the management is aware of practices across the regions and is in a position to quality control program deployment.

# Key challenges

* Designing, developing, reviewing and modifying programs / service to ensure that current, quality, evidence based, trauma informed and culturally competent offerings to our client group.
* Keeping abreast of current trends and practices in the provision of programs for young offenders that reduce the risk of re-offending and in the provision of programs that address family and community support and transitional needs of young offenders.
* Mastering the content, managing time to interact with key Aboriginal stakeholders (community, custody and other) and delivering all programs as the ‘Program Owner’ whilst prioritising competing responsibilities, adhering to the annual event calendar and maintaining efficient cost effective and timely execution of each distinct program, service or activity including extensive and regular travel.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager Organisation Development and Training | For leadership, prioritisation and guidance and to provide information, reports and supportDirection and reporting on projects and activities pertaining to the organisation development and training environment  |

|  |  |
| --- | --- |
| Manager Organisation Development - Operational Practice  | For advice and direction on sectional programs; advice on practice and on how coaching, mentoring of skills and tools can be enhanced and for Quality Assurance. Balancing of workload given both sectional and broader responsibilities required of the identified role |
| Senior Manager Organisation Development and Training  | For overall standard setting, planning and deployment of OD&T Agenda – particularly with Aboriginal Stakeholders |
| Team members | For professional consultation and consistent approach |
| Other Units and Divisional staff  | To consult regarding end to end program management and program consistency.For matters relating to quality assurance of program implementation. |
| **External** |  |
| Staff of Government and Community Agencies | To keep informed and receive input on practice aspects of programs onlyRepresent the Department at external forums and maintain networks with other organisations – especially with regard to Aboriginal stakeholder issues |

# Role dimensions

## Decision making

The role works collaboratively, and independently as required, to design and deliver high quality and consistent learning and development programs, advice and services on time, cost effective and to the required standard by authorised personnel using the current approved material over the approved timeframe.

Work closely with the manager to determine time and resources required for Aboriginal specific programs and stakeholder engagement to ensure workload is manageable.

The role is guided by the existing evidence based, cultural competence and adopts a trauma informed approach in dealing with a complex child related context.

The role consults with their Manager and as necessary the Senior Manager in relation to decisions that have resource implications, are contentious and / or may receive a negative reaction from stakeholders.

Where stakeholders are looking for awareness / ‘refresher’ sessions the Advisor provides clear advice around the status of these activities to protect the integrity of our core training programs.

## Reporting line

The role reports to the Manager Organisation Development and Training

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Demonstrated experience or strong knowledge in practice implementation and evaluation
* Given DCJ’s work with Aboriginal families and communities, candidates will need to demonstrate cultural capability, which includes lived experience, community connection, relationships with Aboriginal organisations, walking in two worlds, and historical context and impact.

# Essential requirements

* Aboriginality and demonstrated cultural competence sufficient to meet all requirements for an identified role.
* Relevant tertiary qualifications/ training and assessment qualification or experience and background in the area of practice and program delivery to mandated clients.
* Current driver’s licence
* Working with Children Check
* Extensive and regular travel will be required

As an Identified role, this role is open only to Aboriginal and/or Torres Strait Islander persons, Australia’s First Nations people.

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*.

There are two alternatives to confirming your Aboriginality, one of which must be uploaded to be considered for the role as follows. **Either will be accepted:**

Confirmation of Aboriginality form

or

Written confirmation from 2-3 Aboriginal organisations within the community in which you live/work, which addresses the three criteria listed below:

* is of Aboriginal and/or Torres Strait Islander descent, and
* identifies as an Aboriginal and/or Torres Strait Islander person, and
* is accepted as a such by the Aboriginal and/or Torres Strait Islander community.

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

The Female Aboriginal and Torres Strait Islander ODT Advisor role will be for female officers only, to provide services to the benefit of the Aboriginal female community.

As this role is both identified as Aboriginal and Torres Strait Islander and female-specific, you must meet the requirements as outlined above for the Aboriginal and Torres Strait Islander positions and you must be female as outlined below:

* Female is a genuine occupational qualification and authorised by Section 31(2)(h) of the NSW Anti-Discrimination Act 1977.

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

The Male Aboriginal and Torres Strait Islander ODT Advisor role will be for male officers only, to provide services to the benefit of the Aboriginal male community.

As this role is both identified as Aboriginal and Torres Strait Islander and male-specific, you must meet the requirements as outlined above for the Aboriginal and Torres Strait Islander positions and you must be male as outlined below:

* Male is a genuine occupational qualification and authorised by Section 31(2)(h) of the NSW Anti-Discrimination Act 1977.

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** |
|  | **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 and encourage others to do so
* Act professionally and support a culture of integrity
* Identify and explain ethical issues and set an example for others to follow
* Ensure that others are aware of and understand the legislation and policy framework within which they operate
* Act to prevent and report misconduct and illegal and inappropriate behaviour
 | 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 |
|  | **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 |
|  | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek and apply specialist advice when required
* Complete work tasks within set budgets, timeframes and standards
* Take the initiative to progress and deliver own work and that of the team or unit
* Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals
* Identify any barriers to achieving results and resolve these where possible
* Proactively change or adjust plans when needed
 | Intermediate |
|  | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team and unit objectives and align operational activities accordingly
* Initiate and develop team goals and plans, and use feedback to inform future planning
* Respond proactively to changing circumstances and adjust plans and schedules when necessary
* Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
* Accommodate and respond with initiative to changing priorities and operating environments
 | Intermediate |
|  | **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 |
|  | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate
* Monitor compliance with cyber security and the use of technology policies
* Identify ways to maximise the value of available technology to achieve business strategies and outcomes
* Monitor compliance with the organisation’s records, information and knowledge management requirements
 | 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 |
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| **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 |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| 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 |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |