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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Youth Justice NSW / Aboriginal Strategic Coordination Unit |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | 50012185 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 2129192 |
| **Date of Approval** | 10 July 2023 | **Ref: YJ 067** |
| **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

Develop, manage and implement projects to support the implementation of key strategies under the Aboriginal Strategic Direction (ASD) and help deliver on commitments in the Aboriginal Strategic Coordination Unit business plan.

This role is committed to improving outcomes for the benefit of Aboriginal and Torres Strait Islander peoples.

# Key accountabilities

* Develop and maintain relationships with the Aboriginal community and key stakeholders to successfully deliver projects.
* Develop and manage a range of projects to deliver key objectives under the ASD and work closely with the senior management to improve program development and delivery to Aboriginal clients, to improve the Division’s interventions to reduce re-offending.
* Manage and oversee major aspects of project management and implementation, including monitoring project plans, coordinating resources, and managing budgets.
* Undertake research and analysis to support the development of key projects in a variety of areas of the Aboriginal Strategic Coordination Unit’s core business.
* Manage projects designed to review, monitor and improve the effectiveness of program development and service delivery to Aboriginal clients.
* Provide timely advice and communication to key stakeholders within Youth Justice regarding project status and implementation issues.
* Provide high level advice and support to project team members in undertaking tasks and implementing project plans as required.
* Prepare a range of project related documents to key stakeholders as required, including status updates, reports, budgets and discussion papers.
* Contribute to the development of project management methodologies and process for the Aboriginal Strategic Coordination Unit.

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# Key challenges

* Dealing with complex and sensitive political issues when managing projects to ensure effective stakeholder management and project implementation.
* Meeting project deadlines and budgets in line with agreed standards and milestones.
* Continuously keeping up to date with knowledge of relevant legislation and issues affecting young people in custody to ensure that government policy and objectives are suitable initiated

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager, Aboriginal Strategic Coordination Unit | Provide high level advice and reporting on the status of projects |
| Managers and Staff within Youth Justice  | Provide and receive information and advice relating to the project/s |
| **External** |  |
| Stakeholders, clients, other agencies and community | Consultations, negotiations and partnership arrangements. |

# Role dimensions

## Decision making

The main focus for decision making is to determine the appropriate response to issues and requests for information generated form a wide range of internal and external sources. The position holder acts independently to address issues and make recommendations for endorsement by the Manager, Aboriginal Strategic Coordination Unit.

The work of the team is principally guided by the Youth Justice corporate plan, Departmental plans and NSW State Plan – NSW 2021Guidance, advice and instruction on specific policy issues and plans, and problems in program and strategy co-ordination are provided by the Executive Director, the Division's Executive, the Operations Committee, and the Director Operational Standards & Compliance.

The position holder is responsible for prioritising their own work and the work of the team in order to ensure deadlines are met.

## Reporting line

The role reports to the Manager, Aboriginal Strategic Coordination Unit

## Direct reports

The role has 2 direct reports

## Budget/Expenditure

Nil

# Key knowledge and experience

* A practical understanding of Aboriginal community resources, agencies and youth networks, including their operating methods
* Knowledge and understanding of contemporary issues affecting Aboriginal or Torres Strait Islander young people in the Youth Justice System.
* 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

* Current NSW Working with Children Check clearance
* 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.

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 |
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| **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 |

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| 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 |