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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Youth Justice NSW |
| **Location** | Various across NSW |
| **Classification/Grade/Band** | Assistant Manager Level 6 |
| **Role Number** | 50011208, 50011207, 50011206, 50011424, 50011423, 50011425, 50011583, 50011582, 50011676, 50011673, 50011339, 50011674, 50011675, 50011908, 50011907, 50011974, 50011973, 50012088, 50011338 |
| **ANZSCO Code** | 139999 |
| **PCAT Code** | 2119192 |
| **Date of Approval** | 7 April 2020  | **Ref: YJ 0107** |
| **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

The Assistant Manager, Centre is responsible for managing the delivery of client services of the youth justice centre on a day-to-day basis to ensure the needs of young people sentenced, or on remand, are met within a safe and secure therapeutic setting in accordance with relevant legislation*.*

The role manages a team of staff to deliver centre programs across client services, counselling, WHS, building environment, response equipment and operational security and ensures compliance with policy, procedure and relevant legislation.

# Key accountabilities

* Manage a team of staff including work allocation and rostering, performance management and learning and development to deliver a range of centre programs including client services, counselling, WHS, building environment, response equipment and operational security.
* Manage the delivery of client services based on a multidisciplinary model to provide high quality psychological, counselling, health, education and other services and programs consistent with defined case plans for young persons.
* Coordinate the design, delivery, monitoring, evaluation and funding of a range of programs provided by centre and community based providers to support children and young people sentenced, or on remand, who present with complex needs and behaviours.
* Coordinate the delivery of various reports and submissions including issues and incidents, ministerial briefings, Serious Young Offenders Review Panel (SYORP), Classification Review Panels, Parole Reviews, and Conditional Discharge.
* Manage and coordinate the development, implementation and review of young persons’ case plans by a team of unit and specialist staff to support the delivery of high quality client services.
* Lead the design, implementation and modelling, a range of operational procedures, practices and systems including accountability and quality assurance systems, by monitoring reviewing and coaching staff practice ensuring good operational practice is maintained.
* Perform quality assurance reviews and drive operational efficiency, a secure environment and safe work practices that comply with legislation, policy and procedures.
* Monitor and coordinate the admission, discharge, court attendances, transfers, absences, visits, behaviour management and incidents at the centre and coordinate the evaluation and review of security ratings and risk assessments of young persons to ensure appropriate security and compliance with court mandates, legislation and required policies, procedures and guidelines.
* Lead, develop and support staff, particularly line managers to set standards and assist their reports, in achieving expectations of their role, while also providing support to all other staff helping them to develop in their roles. Act as the Duty Manager, on a rotating, on-call basis and learn key business and operational processes.

# Key challenges

* Monitoring the implementation of programs and practices effectively to ensure compliance with best practice programs delivery, policies and procedures and relevant legislation.
* Delivering a safe, secure and therapeutic setting for vulnerable and at-risk young people who have complex needs including mental health issues, intellectual or other disability, history of alcohol and/or drug abuse or a history of physical and/or sexual abuse or neglect to improve well-being and minimise further trauma.
* Maintaining knowledge and awareness of changes in legislation and best practice program delivery relevant to the centre and ensuring staff possess the required capabilities and knowledge to deliver programs effectively.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Divisional Management and Centre Staff  | Reporting on the daily operation of the centre, development and/or review of policy, procedures, statutory inspections, quality assurance and regulatory compliance. Case management of young people; transition planning for young people entering/exiting custody. |
| **External** |  |
| Aboriginal and other community organisations | Provide culturally appropriate programs to young Aboriginal people that celebrates Aboriginal culture, promotes wellbeing, improves rehabilitation and successful community reintegration. Provide activities and services to young people in custody that promotes wellbeing, improves rehabilitation and successful community reintegration Facilitate a Joint Aboriginal Community Consultative Committee. |
| Chaplains | Provide guidance to children and young people to meet their religious and spiritual needs. |
| Other Government Agencies including Police, Justice Health & Forensic Mental Health Network, Education, Legal Aid NSW | Ensure Memoranda of Understanding requirements with other agencies are applied and adhered to. Collaborate with other agencies to promote wellbeing and maximise opportunities for successful community reintegration. |
| Aboriginal Legal Service, Legal Aid NSW and Ombudsman NSW | Facilitate contact between young persons in custody and their nominated legal representative.Report concerns relating to staff conduct; responding to complaints. |
| Inspector of Custodial Services (ICS) | Facilitate inspections and respond to issues raised by the ICS; support the Official Visitors Program and respond to complaints. |
| Parents and carers | Facilitate regular contact with young persons and parents/carers to promote family cohesion wherever possible. |

# Role dimensions

## Decision making

The actions of the Assistant Manager are generally defined by legislation and policies governing NSW Youth Justice services, principally the Children (Detention Centres) Act, Children (Criminal Proceedings) Act, Bail Act, Young Offenders Act, the Sentencing Act and the *Children and Young Persons (Care and Protection) Act 1998*.

* Ensures decisions adhere to legislation, departmental guidelines, policies, delegations and directives, and escalates issues of a political or sensitive nature to the Centre Manager.
* Makes decisions in consultation with staff on behaviour management and case management, such as program delivery, approving assessments, appropriate referrals (Case management policies and procedures).
* Makes decisions to maintain and improve the safety and security of the centre in relation to crisis management, maintenance of building and resources to meet Work, Health and Safety requirements.
* Allocate and manage staff workloads to meet operational needs, performance and professional development.
* Serious staff issues/formal performance management processes, and significant concerns around client and/or staff risk management / safety are referred to the Centre Manager.

## Reporting line

The role reports directly to the Centre Manager

## Direct reports

Unit Manager(s), Case Workers, Psychologist(s) and Counsellors

## 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

* Tertiary qualifications in behavioural/social sciences, education, psychology or relevant experience managing multidisciplinary teams within a criminal justice or human services environment
* Drivers licence (minimum class C)
* Possession of ‘Provide First Aid’ Certificate (HLTAID003)

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** |
| Personal Attributes logo | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Model the highest standards of ethical and professional behaviour and reinforce their use
* Represent the organisation in an honest, ethical and professional way and set an example for others to follow
* Promote a culture of integrity and professionalism within the organisation and in dealings external to government
* Monitor ethical practices, standards and systems and reinforce their use
* Act promptly on reported breaches of legislation, policies and guidelines
 | Advanced |
| 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  | **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 |
| 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 |
| Results logo | **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 logo | **Project Management**Understand and apply effective 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 |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes
* Adjust performance development processes to meet the diverse abilities and needs of individuals and teams
* Develop work plans that consider capability, strengths and opportunities for development
* Be aware of the influences of bias when managing team members
* Seek feedback on own management capabilities and develop strategies to address any gaps
* Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way
* Monitor and report on team performance in line with established performance development frameworks
 | Adept |
| People Management logo | **Inspire Direction and Purpose** | * Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders
* Translate broad organisational strategy and goals into tangible team goals and explain the links for the team
* Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders
* Work to remove barriers to achieving goals
 | 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 |
| --- |
| **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 | Adept |
| 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 | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | 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 |  |  |  |
| 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 |