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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Youth Justice NSW |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | Various |
| **ANZSCO Code** | 224411 |
| **PCAT Code** | 1129192 |
| **Date of Approval** | 26 May 2023 | **Ref: YJ 0048** |
| **Agency Website** | www.dcj.nsw.gov.au |

***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

Manage the classification and review processes within youth detention centres, maintaining integrity of classification of detainees in accordance with legislative and policy requirements.

Provide advice to the management and staff regarding procedures relating to classification and placement.

# Key accountabilities

* Classify and assign detainees according to policy and procedures, maintaining a quality and consistent classification process, including monitoring and review of processes.
* Collate, analyse and maintain statistical information and case notes within databases and other programs to provide quality information such as reports on objective classification and placement trends, data management and analysis within required timeframes.
* Work in collaboration with relevant stakeholders to ensure that systems and proceduresin place are followed so that all information required, to complete new and review classifications, is received. Including all legal orders, incident and misbehaviours data, allied health information, progress in counselling and programs
* Provide expert advice and support to management, staff and detainees regarding legislation, policy and procedures relating to the classification system by interpreting legal mandates and collated information for use in the classification processthat relate to a detainees classification.
* Support the development of case plans and programs for detainees and monitor relevance in relation to classification levels of detainee case plans for consistency with program options appropriate to detainee classification and make decisions and recommendations for program changes and or adjustments
* Monitor the detainee population levels and where necessary recommend the transfer of detainees into and out of the centre to promptly address anomalies.
* Coordinate planned/mandated detainee transfers to adult correction facilities maintaining compliance to Legislation and Acts correct documentation.
* Contribute to the development of internal classification procedures and make recommendations for the continuous improvement of the classification process and program development within the detention centre.
* In conjunction with Centre Management Team ensure that program outcomes form part of the centres risk management of detainees when determining appropriate detainee placement with the aim of continual reduction of escapes, staff assaults and encouragement to address offending behaviour.

# Key challenges

* Maintaining quality of work in an environment of rapid change, that require independent and innovative thinking skills to resolve issues as situations arise (including emergency situations), and continuous legislative and operational change and a dynamic detainee population that may rapidly fluctuate and may place additional pressures on the centre environment and logistics involved in detainee classification.
* Maintaining classification system integrity and independence where influences from other sources may have a vested interest in classification outcomes.
* Managing competing priorities and high volumes of work while ensuring effective consultation and dissemination of outcomes to detainees and centre staff.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Management/management | For guidance and advice |
| Unit and departmental staff | To provide and receive information and advice |
| **External** |  |
| External Agencies | To share, receive and obtain information.First point of contact for telephone enquiries  |
| Non-government organisations and members of the public  | First point of contact for enquiries  |

# Role dimensions

## Decision making

The role operates with a degree of independence and is accountable for decisions regarding the operation of the classification process within the Centre, with decision making in relation to classifications being independent of the Centre Manager.

This role determines detainee classifications and as such has a level of autonomy and provides expert advice and recommendations on policy and procedural matters.

Decisions made are in line with clear policy and legal mandates based on relevant Legislation and Acts.

## Reporting line

The role reports to the Coordinator Classification and Placements

## Direct reports

Nil

## 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

Current NSW Working With Children Check clearance.

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 |
|  | **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 |
|  | **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/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 | 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 |
| 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 | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | 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 |
| 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 |