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| **Portfolio** | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Youth Justice NSW/Custodial |
| **Location** | St Marys |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | TBC |
| **ANZSCO Code** | 224411 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 28 May 2025 | **Ref: YJ 0165** |
| **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 in the Communities and Justice Portfolio. Communities and Justice aims to achieve a safe, just, and inclusive New South Wales (NSW) by operating an effective legal system; increasing access to social and affordable housing; protecting children and families; addressing domestic and family violence; promoting public safety; reducing reoffending; and supporting community harmony and social cohesion.

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 by providing services that are effective and responsive to community needs.

# Primary purpose of the role

Assists in the management, operations and governance of the Incident Response Teams across the Youth Justice custodial system.

Liaise with operational staff, including the centre manager and their management teams and other stakeholders to ensure a consistent approach to the management and governance of the Incident Response Teams within Centres.

# Key accountabilities

* Oversee and assist each centre manager to direct the Incident Response Team staff to ensure consistent service delivery across all of Youth Justice Centres. Monitors and oversees centre incident data to ensure emerging issues and threats are captured and put through the intelligence cycle.
* Assist with research, analysis and implementation of strategies and methodologies to improve the Incident Response Teams effectiveness and comply with government legislation and Department policies and procedures.
* Communicate regularly with Centre managers and other clients to determine individual needs and to schedule IRT operations including support for centre managers in regard to critical incidents, Command Post scenario drills and to fulfil their local IRT responsibilities.
* Provide expert advice to the Director Operations & Metropolitan Custody and the Senior Manager, Court Logistics, Classification and Placement on key risks and trends developing on incident response within detention centres.
* Prepare briefings and other high-level correspondence, reports and statistics relating to incidents.
* Contribute to the development of standardised training on incident response and assist ODTU to provide ongoing refresher training statewide for all staff within the Incident Response Teams.
* Oversight monitoring of stock levels, the appropriate storage and issue of IRT equipment statewide.
* Maintaining the governance of standardised practices within Incident Response Teams across all Youth Justice Centres.

# Key challenges

* Keeping abreast of all aspects of incident response operations, as well as the greater Departmental context within which the teams operate.
* Determining overall priorities and the most effective use of limited resources when providing IRT services across the state.
* Gathering information and comparative data for strategic analysis in an environment that may be resistant to change where the activities of the IRT may be seen as an added burden in what is already a complex centre environment.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Manager, CL, C&P | Receive overall direction, guidance and provide advice and reporting |
| Centre Managers | Inspire and motivate staff, assist in developing a positive organisational culture. Assist the centre manager in managing their respective teams. |
| Director Operations & Metropolitan Custody | Receive overall direction and guidance and provide advice and reporting.  |
| **External** |  |
| NSW Corrective Services |  Collaborate and share information with CSNSW SOG when required. |

# Role dimensions

## Decision making

## Autonomy in coordinating and managing work, makes decisions on matters under direct control. Receives guidance and direction from the Senior Manager Court Logistics, Classification & Placement and will need to negotiate tasks and deadlines with Centre Managers and Directors Community and Regional Custody and Director Operations and Metropolitan Custody.

## Prioritises work to ensure deadlines are met. If competing priorities arise, informs and seeks the advice of the Senior Manager Court Logistics, Classification & Placement.

## Reporting line

## The role reports to the Senior Manager Court Logistics, Classification & Placement.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

* Tertiary qualifications in a related field or equivalent experience.
* Current NSW driver’s licence with ability and willingness to travel throughout NSW.

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 | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Remain composed and calm and act constructively in highly pressured and unpredictable environments
* Give frank, honest advice in response to strong contrary views
* Accept criticism of own ideas and respond in a thoughtful and considered way
* Welcome new challenges and persist in raising and working through novel and difficult issues
* Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues
 | Advanced |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices
* Look for and take advantage of opportunities to learn new skills and develop strengths
* Show commitment to achieving challenging goals
* Examine and reflect on own performance
* Seek and respond positively to constructive feedback and guidance
* Demonstrate and maintain a high level of personal motivation
 | 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 | * 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 |
| 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 |

# 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 | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| 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 | Advanced |
| 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 | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Adept |
| 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 |