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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Youth Justice NSW |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | 50011131 |
| **ANZSCO Code** | 591112 |
| **PCAT Code** | 1129192 |
| **Date of Approval** | 28 October 2016 | **Ref: JJ 0013** |
| **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

Co-ordinate the operational activities for the Court Logistics Unit, develop, implement and maintain best practice procedures for the safe and efficient transport, custody and court appearance of detainees.

# Key accountabilities

* Manage a team responsible for detainee movements, including resource allocation, identifying training and development opportunities and implementing and monitoring performance, workplace ethics and Equal Employment Opportunity practices and the principles.
* Plan, develop, implement and maintain systems and allocate resources for transport of detainees across the state and monitor staff safety and the appropriate care and custody of young persons while in court and during transport.
* Provide expert advice on the management of young persons, particularly in managing challenging and difficult client behaviours, and the movement of detainees for court appearances, and across New South Wales for custody placements and flights.
* Provide policy advice and contribute to strategic planning and budget activities.
* Communicate, network and meet with Youth Justice staff and staff within the NSW Police Service, Court staff, Sheriff Officers, and Corrective Service NSW to reduce conflict, develop solutions and deliver a collaborative, seamless, integrated multi agency service.
* Maintain the Court Logistics Standard Operating Procedures and Emergency Procedures to ensure they are current and reflect operational policies, standards and guidelines and that staff comply and receive regular training and drills on critical incident response.
* Develop and maintain quality assurance systems for adherence to legislation, policies and procedures and measures the quality of service delivery including the upkeep of vehicles, custody units, and protective equipment.
* Review critical incident policies and procedures and manages incidents end to end, including those that involve metropolitan staff in regional locations.
* Establish and maintain procedures and implements programs to provide a safe and healthy working environment, including coordinating staff workers’ compensation, rehabilitation and access to employee assistance and counselling and investigating on-site accidents and making recommendations on preventative solutions.

# Key challenges

* Providing continuity of services and keeping abreast of the legislative requirements affecting the acceptance and release of detainees into custody, delivered by a team who are trained and fully competent.
* Balancing the risk to and efficient management of the transportation of division detainees and those detainees managed by Corrective Services and private security companies.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager Court Logistics, Classification and Placements | For direction and advice |
| Staff | Provide advice and guidance in coordinating the movement of detainees  |
| Youth Justice staff | To work in collaboration to ensure the efficient movement of detainees  |
| **External** |  |
| NSW Police Service, Court staff, Sheriff Officers, and Corrective Service NSW | Develop solutions and deliver a collaborative, seamless, integrated multi agency service.  |

# Role dimensions

## Decision making

The role is generally defined by legislation and policies governing NSW Youth Justice.

The role is required to independently resolve issues as situations arise, including emergency situations.

The role approves the actions of the Team Leader Court Operations regarding custody and release, punishments, segregation, restraints, client telephones usage, client self-harm alerts, internal Unit movements and visit refusals and actions of the Logistics Officers regarding allocation of work, staffing court locations, rotation of the vehicle fleet, and maintaining statistical data.

The role has other financial and non-financial delegations.

The role must ensure that the Bail Court roster is maintained and alterations are made when magistrates are unavailable resulting in reallocation of detainee court appearances, along with associated transport logistics.

## Reporting line

The role reports to the Manager Court Logistics, Classification and Placements

## Direct reports

X2 direct reports

## Budget/Expenditure

Nil

# Key knowledge and experience

* Knowledge of the legislation and policies relating to the Youth Justice System
* Extensive knowledge of juvenile court based procedures, court protocols, understanding of legal mandates and the different court jurisdictions.
* 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

* A current Driver’s licence.
* Required to be On Call after hours (365 days per year)
* 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 | * 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 |
|  | **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 |
|  | **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 |
|  | **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 |
|  | **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 |
|  | **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 |
|  | **Optimise Business Outcomes**Manage people and resources effectively to achieve public value | * Develop team and unit plans that consider team capabilities and strengths
* Plan and monitor resource allocation effectively to achieve team and unit objectives
* When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences
* Ensure that team members work with a good understanding of business principles as they apply to the public sector context
* Participate in wider organisational workforce planning to ensure that capable resources are available
 | 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 | 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 |
| People Management logo |  |  |  |
| Manage and Develop People | Engage and motivate staff, and develop capability and potential in others | Intermediate |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |