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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Youth Justice NSW |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | 50011063, 51003300 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 2119192 |
| **Date of Approval** | 29 January 2019 | **Ref: YJ 0079** |
| **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 innovative policies and programs within the Division to support and improve service delivery for young people in contact with the criminal justice system. Provide specialist policy advice and high level analysis on issues and strategies.

# Key accountabilities

* Plan, manage and implement research, innovation and evaluation projects as allocated by the Manager.
* Provide advice on policy issues and contribute to the development and implementation of state-wide policy frameworks.
* Provide advice on youth justice interventions including detailed briefing notes, cabinet minutes and correspondence.
* Represent the Division at interagency meetings and forums, and contribute to interagency projects.
* Manage and oversee major aspects of project management and implementation, including monitoring project plans, coordinating resources, and managing budgets.
* Maintain effective liaison and consultation processes with the community, government and non-government sectors to ensure effective collaboration on projects.
* Contribute to the development, implementation and maintenance of monitoring and evaluation frameworks for projects.
* Assist with implementing NSW government, Department of Communities and Justice and Youth Justice priorities with a focus on diversity and young people with a disability.
* Work in partnership with the Division’s key stakeholders across the Department, State and Commonwealth government agencies, non-government services providers and advocates.

# Key challenges

* Developing policy in an area where there are complex issues and multiple viewpoints.
* Providing advice on politically sensitive issues within tight timeframes.
* Influencing and implementing policy change within a complex system and with multiple stakeholders.
* Communicating with a range of stakeholders including community organisations and senior representatives of government, given the diversity of communication channels and styles that need to be employed.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager  | Works closely with the Manager and provides advice and briefings on key and emerging issues. |
| Director and Executive Leadership Team | To assist the Director and ELT by providing advice and briefings on key and emerging issues, and status of projects. |
| Youth Justice staff | Works collaboratively with regional Youth Justice staff to identify issues and to support, through projects/policy/advocacy, service delivery. |
| Other business centres within DJ | Works collaboratively with other business centres to meet agreed objectives. |
| **External** |  |
| Minister’s office | To assist the Manager, the Director and the Executive Director to provide advice and briefings on key issues, and status of projects, as required. |
| Other government agencies | To maintain relationships and partnerships with relevant state and federal government departments. |
| External agencies and organisations | To represent the Division in professional and public forums, and consults with and provides advice to a wide range of external organisations and community groups (including peak industry bodies, major private organisations and local community based NGOs) |

# Role dimensions

## Decision making

The incumbent will represent the Division in a variety of forums. As such they will have significant responsibility for representing the Division’s views and concerns. In this regard, decision making must occur with reference to the Manager, the Director, the Executive Director, and other relevant senior officers in the division and department.

The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the Division.

## Reporting line

## The role reports to the relevant Line Manager.

## Direct reports

TBC

## Budget/Expenditure

Nil

# Key knowledge and experience

* Experience in strategic and innovative project management and an excellent understanding of project methodologies, processes and procedures.
* Demonstrated experience in providing high level policy advice, including recommendations for policy and program reform
* 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 a relevant discipline such as social work, law, psychology, sociology or criminology, or equivalent level experience
* 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 |
|  | **Value Diversity and Inclusion**Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | * Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders
* Demonstrate cultural sensitivity, and engage with and integrate the views of others
* Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences
* Recognise and adapt to individual abilities, differences and working styles
* Support initiatives that create a safe and equitable workplace and culture in which differences are valued
* Recognise and manage bias in interactions and decision making
 | Adept |
|  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding
* Translate technical and complex information clearly and concisely for diverse audiences
* Create opportunities for others to contribute to discussion and debate
* Contribute to and promote information sharing across the organisation
* Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
* Explore creative ways to engage diverse audiences and communicate information
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in plain English and in a range of styles and formats
 | Advanced |
|  | **Work Collaboratively**Collaborate with others and value their contribution | * Encourage a culture that recognises the value of collaboration
* Build cooperation and overcome barriers to information sharing and communication across teams and units
* Share lessons learned across teams and units
* Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
* Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
 | 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 |
|  | **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 |
|  | **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 |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | 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 | Adept |
| 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 | Adept |
| 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 |