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| **Portfolio**  | Communities and Justice  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Youth Justice NSW / Community |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 9/10 |
| **Role Number** | 50012180, 50012181, 50012182, 50012183 |
| **ANZSCO Code** | 224912 |
| **PCAT Code** | HR to complete |
| **Date of Approval** | 26 August 2015 (Conversion) | **Ref: JJ 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 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

Provide high level advice to Directors on all issues relating to program delivery. Facilitate the implementation of a comprehensive and effective suite of accredited and approved programs and practice. Monitor program and practice integrity data for quality, refinement and/or change.

Establish and drive ongoing consistent program and practice delivery throughout the region in close liaison with colleagues.

# Key accountabilities

* Provide advice, collect and analyse a broad range of relevant, evidence-based information on endorsed interventions and programs, identify existing programs which meet or can be refined to meet the needs of the Youth Justice NSW offender population.
* Research and contribute to the development and implementation of systems to instigate, support and maintain the integrity of practice and program development and delivery with a capacity to be monitored and evaluated in line with identified indicators and where needed correct deficiencies in programs.
* Compile and provide comprehensive, explanatory manuals which include procedures for the implementation of practice and programs in consultation with the practice unit.
* Analyse training and coaching needs of staff in the region to support delivering quality interventions for young vulnerable people. Provide mentoring and guidance during implementation of practice, programs and interventions when required.
* Prepare comprehensive reports to Management on practice delivery and program participation within the region, identifying skills gaps, systems and training needs when required.
* Apply professional expertise and research to the development and writing or refining of programs for offenders that address relevant factors affecting the risk of reoffending
* Monitor the consistency in application of the selection criteria for program participation in relation to identified criminogenic needs and level of risk of re-offending
* Monitor delivery environments and the agreements specifying the type of programs to be offered, the category of young offenders assessed for participation and the resource allocation at centres or community offices
* Resubmit programs for mandated review following accreditation

# Key challenges

* Monitoring of program integrity data for quality, refinement and/or change.
* Achieving negotiated outcomes with no positional or line management authority to impose solutions on operational areas through addressing barriers to practice implementation in the regions to increase client participation.
* Keeping informed of current trends and practices in the provision of programs for young offenders that reduce the risk of re-offending and in the provision of programs that address family and community support and transitional needs of young offenders
* Prioritising a range of competing responsibilities and maintaining efficient and timely execution of each distinct process in practice and program development and delivery

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director Community and Regional Custody  | For leadership and guidance and to provide information, reports and support |
| Team members | For professional consultation and consistent approach |
| Other Units and Divisional staff  | To consult regarding end to end program management and program consistency.For matters relating to quality assurance of program implementation. |
| **External** |  |
| Staff of Government and Community Agencies | To keep informed and receive input on practice aspects of programs only |

# Role dimensions

## Decision making

The role has autonomy in the day-to-day execution of duties and the management of tasks and projects agreed to with the Director. All major issues are referred to the Director

Operates within existing policy and procedure guidelines of the Agency and within the operational framework for the Region

The role consults with the Director and Senior Project Officer Practice on the overall direction of projects.

## Reporting line

The role reports to the Director Community and Regional Custody

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Demonstrated experience or strong knowledge in practice implementation and evaluation
* 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

* Relevant tertiary qualifications or extensive experience and background in the area of practice and program delivery to mandated clients.
* Demonstrated experience or strong knowledge in practice implementation and evaluation
* A current NSW drivers’ licence.
* Travel will be required.
* 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** |
|  | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way and encourage others to do so
* Act professionally and support a culture of integrity
* Identify and explain ethical issues and set an example for others to follow
* Ensure that others are aware of and understand the legislation and policy framework within which they operate
* Act to prevent and report misconduct and illegal and inappropriate behaviour
 | 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 |
|  | **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 |
|  | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes
* Make sure staff understand expected goals and acknowledge staff success in achieving these
* Identify resource needs and ensure goals are achieved within set budgets and deadlines
* Use business data to evaluate outcomes and inform continuous improvement
* Identify priorities that need to change and ensure the allocation of resources meets new business needs
* Ensure that the financial implications of changed priorities are explicit and budgeted for
 | 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 |
|  | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Identify the facts and type of data needed to understand a problem or explore an opportunity
* Research and analyse information to make recommendations based on relevant evidence
* Identify issues that may hinder the completion of tasks and find appropriate solutions
* Be willing to seek input from others and share own ideas to achieve best outcomes
* Generate ideas and identify ways to improve systems and processes to meet user needs
 | Intermediate |
|  | **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 |

## 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 | Intermediate |
| 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 | Adept |
| Results logo |  |  |  |
| 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 |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |