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| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Youth Justice NSW | |
| **Location** | Various | |
| **Classification/Grade/Band** | Level 4, Year 1 - 4 | |
| **Role Number** | Generic | |
| **ANZSCO Code** | 411715 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 18 May 2020 | **Ref: YJ 0010** |
| **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

# Coordinate, supervise and direct the work of Youth Officers across the Centre to ensure that daily routines, admissions and discharges, security, casework and program attendance to ensure the appropriate care and custody of youth, safety of staff and consistent application of the unit program, in accordance with legislation, policies and procedures and deal with issues and risks as they arise.

# Key accountabilities

* Coordinate and supervise a team by risk assessing and prioritising the needs of the centre to allocate workload, supervise routines, facilitation of admissions and discharges, and incident response coordination to ensure consistent delivery of services and maintain safety and security in adherence to legislation and departmental policies and procedures.
* Prepare, submit and maintain various reports and records on issues such as security, unit issues, behaviour management, incidents, programming, staffing issues, ensuring reports and records are accurate and submitted in a timely manner.
* Coordinate and assist staff and resources allowing adequate time for internal and external stakeholders working with detainees to complete case management activities, programs, and therapeutic intervention.
* Respond to detainee misbehaviour and incidents through gathering information, providing guidance to staff, escalating issues as required, making inquiries into misbehaviour and adhering to legislation, departmental policies, procedures and delegations, and mediate between detainees and Youth Officers where conflict arises, and initiate first stage mediation if necessary.
* Support Youth Officer’s in detainee supervision and participate in decision making around detainees including internal and external detainee movements, ensuring documentation is accurate and provide advice to staff on detainee management to ensure best practice processes and procedures and required policies are applied. This will include direct supervision and support of detainees when necessary.
* Ensure detainee records are maintained and oversee that the quality and integrity of data maintained is in compliance with legislation and operating procedures.
* Contribute to team performance and development through self-assessment, feedback, discussing staff goals and progress and identifying and recommending staff development opportunities and training.
* The position holder liaises with internal and external stakeholders to seek advice and information on security issues, psychological, educational and specialist programs, nursing/health services, occupational health and safety, training and equity, and daily support services.

# Key challenges

* Supervising and coordinating multiple teams responsible for the constant supervision of detainees, some of whom exhibit challenging behaviour, while fostering a cooperative team environment and ensuring compliance with legislative requirements, agency policies and procedures and delivery of quality services.
* Providing oversight and guidance on the daily tasks required of the centre, prioritising needs of detainees, internal and external stakeholders to maximise the use of staff to ensure continuity of service delivery and ensuring that key timeframes and deadlines are met.
* Maintain the safety and security of the centre, staff and detainees through risk assessments, staff and detainee management, and effective use of resources in a changing operational environment.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Unit Manager | Receive guidance and support. Escalate complex issues and provide advice on daily issues. |
| Youth Officers | Provide guidance and exchange information about the unit and centre on security issues, staffing issues, detainee’s behaviour, educational and specialist programs, nursing/health services, occupational health and safety, training and equity, and daily support services. |
| Centre Staff | Liaises with other centre staff in seeking advice and information on security issues, psychological, educational and specialist programs, nursing/health services, occupational health and safety, training and equity, and daily support services. |

|  |  |
| --- | --- |
| Detainees | Provide guidance and direction |
| **External** |  |
| Courts and Legal Services | Facilitates attendance at court in person and via AVl, and with legal services and follows up on queries. |
| Justice Health and Education | Share information regarding the young person’s health and well-being, education, specific activities and programs, operational issues and incidents which may impact on their services within the centre. |
| NSW Police | For admissions of detainees into custody and assisting with interviews with young people in relation to alleged criminal matters. |
| Community Groups, Parents and Carers | Facilitate visits and regular contact with young people in custody. |

# Role dimensions

## Decision making

The role is generally defined by legislation, policy and organisational guidelines and processes. The role conducts enquiries and determines punishments for detainee misbehaviour, if segregation is necessary, within defined limits, and separation of detainees for incidents or disturbances, within defined limits.

The role may from time to time determine separation for the admission of young woman into male only centres and separation of younger detainees admitted from older detainees. The role approves the use of restraints (handcuffs only), when necessary and provides advice to Youth Officers with regard to self -harm alerts, but is not an authorised officer for approving alerts on CIMS. The role approves Centre detainee movements within the Centre and recommends whether to refuse or terminate an approved detainee visitor.

## Reporting line

## The role reports to the Assistant Manager/Unit Manager

## Direct reports

The role may have up to 15 direct reports

## 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

* Completion of Certificate IV in Juvenile Justice (Youth Work) or Community Services or equivalent plus relevant experience
* Possession of ‘Provide First Aid’ Certificate (HTLTAID003)
* Minimum C class Driver licence
* Current NSW Working with Children Check clearance

# For Aboriginal and Torres Strait Islander roles only

Aboriginal and/or Torres Strait Islander persons who are culturally aware and responsive to the needs of Aboriginal people and communities.

In this position, an applicant’s race is a genuine occupational qualification and authorised by Section 14(d) of the Anti-Discrimination Act 1977.

* Documented verification of Aboriginality.

The Department will accept proof of Aboriginality confirming the following:

* You are an Aboriginal person of Aboriginal descent;
* You identify as being Aboriginal; and
* You are accepted as such by the community in which you live.

An acceptable form of documented verification is a “Confirmation of Aboriginality” letter, provided to you by a local Aboriginal organisation, that includes a common seal from the organisation.

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 | **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 * Support a culture of integrity and professionalism * Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct * Recognise and report misconduct and illegal and inappropriate behaviour * Report and manage apparent conflicts of interest and encourage others to do so | | | Intermediate |
| Relationships logo | **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 |
| Relationships logo | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Use facts, knowledge and experience to support recommendations * Work towards positive and mutually satisfactory outcomes * Identify and resolve issues in discussion with other staff and stakeholders * Identify others’ concerns and expectations * Respond constructively to conflict and disagreements and be open to compromise * Keep discussions focused on the key issues | | | Intermediate |
| Results logo | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work * Initiate, prioritise, consult on and develop team and unit goals, strategies and plans * Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses * Ensure current work plans and activities support and are consistent with organisational change initiatives * Evaluate outcomes and adjust future plans accordingly | | | Adept |
| Results logo | **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 |
| Business Enablers logo | **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 |
|  | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks * Look for ways to develop team capability and recognise and develop individual potential * Be constructive and build on strengths by giving timely and actionable feedback * Identify and act on opportunities to provide coaching and mentoring * Recognise performance issues that need to be addressed and work towards resolving issues * Effectively support and manage team members who are working flexibly and in various locations * Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected * Consider feedback on own management style and reflect on potential areas to improve | | | 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 |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | 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 | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | 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 | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |