

ROLE DESCRIPTION

Assistant Program Officer

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Strategy Policy & Commissioning / Housing, Homelessness & Disability	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	TBC	
ANZSCO Code	511112	
PCAT Code	2119192	
Date of Approval	9 April 2021	Ref: HDD 019
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

Provide support in program management services across a large-scale strategic program or a range of smaller programs which directly contribute to better outcomes for individuals, families, groups and communities.

Key accountabilities

- Support the design, implementation and coordination of DCJ programs in line with organisational objectives, which deliver effective business unit outcomes and meet client service delivery needs.
- Support contracting, tendering and capital works programs in producing budget estimates and performance reporting.
- Participate in engagement activities with District staff and service delivery partners to ensure programs align with service delivery needs and requirements while achieving desired outcomes.
- Use project management methodologies and processes across DCJ to ensure consistent high quality outcomes.
- Support management and performance reporting activities to allow monitoring of program deliverables and consistent understanding of client outcomes.

- Liaise and work across DCJ Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.
- Work effectively with team members towards mutual continued development and to seek feedback on tasks undertaken.

Key challenges

- Working in a resource-constrained environment where demand for services is higher than available resources
- Ensuring engagement between Central Office Divisions, Districts and the NGO sector to ensure effective implementation of reform programs and initiatives.
- Supporting a changing program design focus to ensure programs are evidenced based, flexible and adaptive to changing needs, and represent requirements of diverse client groups.

Key relationships

Who	Why
Internal	
Line Manager	<ul style="list-style-type: none"> • Report directly to Line manager • Seek direction, advice and support • Provide information and feedback
Team Members	<ul style="list-style-type: none"> • Provide information and advice • Provide an effective and valuable two way liaison
Other DCJ divisions	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested • Develop and maintain effective working relationships • Negotiate/agree on timeframes
DCJ Districts and Clusters	<ul style="list-style-type: none"> • Liaise to ensure consistent engagement with service delivery planning and service providers • Develop and maintain effective working relationships • Negotiate/agree on timeframes
External	
Non-government organisations	<ul style="list-style-type: none"> • Engage with service providers
Community	<ul style="list-style-type: none"> • Engage with service providers and client groups

Role dimensions

Decision making

The role

- Works with some supervision to set priorities of own workload in alignment with management.
- With some management guidance develops a suitable approach in managing workload and provision of advice and input team planning and projects.

- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the DCJ Delegations for specific financial and/or administrative delegations for this role.

Reporting line

See divisional structure and supplementary material.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

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](#) 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
 <p>Personal Attributes</p>	<p>Act with Integrity Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • 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
 <p>Personal Attributes</p>	<p>Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives</p>	<ul style="list-style-type: none"> • Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs • Seek participation from others who may have different backgrounds, perspectives and needs • Be open to different perspectives and experiences in generating ideas and solving problems • Adapt well in diverse environments • Respond constructively to feedback regarding observations of bias in language or behaviour 	Intermediate
 <p>Relationships</p>	<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers 	Intermediate
 <p>Relationships</p>	<p>Work Collaboratively Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • 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 	Adept

FOCUS CAPABILITIES

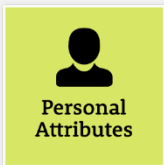
Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services 	Intermediate
		<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates Contribute to reviews of progress, outcomes and future improvements Identify and escalate possible variances from project plans 	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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational

 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational