

# Role Description

## Senior Regional Disaster Welfare Officer



|                           |                                       |             |
|---------------------------|---------------------------------------|-------------|
| Portfolio                 | Communities and Justice               |             |
| Department                | Department of Communities and Justice |             |
| Division/Branch/Unit      | Homes NSW / Disaster Welfare          |             |
| Location                  | Various locations across regional NSW |             |
| Classification/Grade/Band | Clerk Grade 9/10                      |             |
| Role Number               | TBA                                   |             |
| ANZSCO Code               | 511112                                |             |
| PCAT Code                 | 1229192                               |             |
| Date of Approval          | 16 January 2023                       | Ref: DW 004 |
| 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

Reporting to the State WELFAC, work regionally in support of Regional WELFACs to develop and maintain capability (readiness and sustainability) for Disaster Welfare.

Take a lead role in regional operations, in particular in the management of evacuation centres. Support the coordination of welfare services to communities in partnership with local governments, joint partners, not-for-profit and industry stakeholders that align with whole of government strategies and initiatives and meet the immediate and longer-term needs of NSW communities.

### Key accountabilities

- Contribute to the implementation of local and regional disaster welfare programs and initiatives that align with the State Disaster Welfare Services Functional Area Supporting Plan, including the delivery of training, exercises and local resilience building initiatives.

- During operations, take a lead role in support of the Regional WELFAC in terms of forecasting and managing operational deployments, and the management of evacuation centres.
- Represent Disaster Welfare at relevant Regional and Local committees and forums.
- Coordinate aspects of projects and implementation, including developing and monitoring project plans and briefs and coordinating inputs and resources to ensure project milestones are met.

## Key challenges

- Work collaboratively with internal and external stakeholders with often competing priorities to enlist commitment to specific strategies
- Maintain accurate knowledge of the operational policy, planning and legislative frameworks that the Disaster Welfare Functional Area operates within.
- During operations, will be required to work for significant periods including as a Liaison Officer to the State Emergency Operations Centre.

## Key relationships

| Who                                                         | Why                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Internal</b>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Manager                                                     | <ul style="list-style-type: none"> <li>• Escalate issues and receive instructions; receive and clarify guidance and instructions; report on progress against work plans</li> </ul>                                                                                                                                                                                                                                            |
| Work Team                                                   | <ul style="list-style-type: none"> <li>• Share ideas and information and work collaboratively to enhance team outcomes</li> </ul>                                                                                                                                                                                                                                                                                             |
| Divisional staff                                            | <ul style="list-style-type: none"> <li>• Facilitate the exchange of ideas and information to foster a culture of continuous improvement, achievement and resilience.</li> <li>• Influence outcomes through collaboration when there are conflicting interests and opinions.</li> </ul>                                                                                                                                        |
| <b>External</b>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Government and public sector                                | <ul style="list-style-type: none"> <li>• Ensure effective, collaborative relationships and partnerships with other stakeholders to facilitate the exchange of information and to maintain positive relationships.</li> <li>• Enable continuous improvement by sharing information and learnings</li> </ul>                                                                                                                    |
| Non-government, business and industry and community sectors | <ul style="list-style-type: none"> <li>• Work collaboratively and foster strong relationships to facilitate the exchange of information, achievement of joint priorities and promote DCJ as an enabling agency.</li> </ul>                                                                                                                                                                                                    |
| Vendors / Service Providers                                 | <ul style="list-style-type: none"> <li>• Ensure that service providers are engaged in accordance with the relevant internal, legislative, and NSW Procurement principles and requirements</li> <li>• Ensure service delivery in accordance with the contractual arrangements.</li> <li>• Consult, give and obtain information, negotiate required outcomes and timeframes and develop and maintain ongoing working</li> </ul> |

| Who | Why                        |
|-----|----------------------------|
|     | relationships and networks |

## Role dimensions

### Decision making

Acts independently in performing core work functions and applies specialised knowledge, skills and professional judgement to achieve outcomes. In matters that are sensitive, high-risk or business-critical, the role consults with the Manager to agree on a suitable course of action.

### Reporting line

Manager, Disaster Welfare Central Team

### Direct reports

Nil

### Budget/Expenditure

Financial Delegation: As per agency financial delegations.

Administrative Delegation: As per delegations' manual.

## Key knowledge and experience

- Experience contributing to large scale operational projects
- Demonstrated knowledge of contemporary emergency management concepts and principles

## Essential requirements

- Tertiary qualifications in emergency management and/or demonstrated experience in emergency management, disaster recovery or operational decision making.
- An ability and willingness to travel within NSW and support other operational roles during disasters, emergencies and other events, consistent with skills, background and personal circumstances.

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

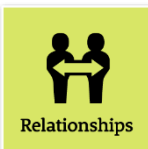
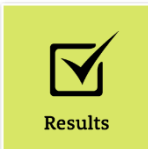
managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

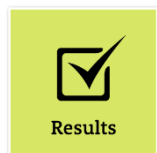
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## 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 |
| <br>Personal Attributes | <b>Manage Self</b><br>Show drive and motivation, an ability to self-reflect and a commitment to learning                     | Keep up to date with relevant contemporary knowledge and practices<br>Look for and take advantage of opportunities to learn new skills and develop strengths<br>Show commitment to achieving challenging goals<br>Examine and reflect on own performance<br>Seek and respond positively to constructive feedback and guidance<br>Demonstrate and maintain a high level of personal motivation                                                                                                         | Adept |
| <br>Relationships     | <b>Communicate Effectively</b><br>Communicate clearly, actively listen to others, and respond with understanding and respect | Tailor communication to diverse audiences<br>Clearly explain complex concepts and arguments to individuals and groups<br>Create opportunities for others to be heard, listen attentively and encourage them to express their views<br>Share information across teams and units to enable informed decision making<br>Write fluently in plain English and in a range of styles and formats<br>Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| <br>Relationships     | <b>Work Collaboratively</b><br>Collaborate with others and value their contribution                                          | Encourage a culture that recognises the value of collaboration<br>Build cooperation and overcome barriers to information sharing and communication across teams and units<br>Share lessons learned across teams and units<br>Identify opportunities to leverage the strengths of others to solve issues and                                                                                                                                                                                           | Adept |

|                                                                                                        |                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
|                                                                                                        |                                                                                                                                  | <p>develop better processes and approaches to work</p> <p>Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services</p>                                                                                                                                                                                                                                                                                                                                                                                                                  |                     |
|  <p>Relationships</p> | <p><b>Influence and Negotiate</b></p> <p>Gain consensus and commitment from others, and resolve issues and conflicts</p>         | <p>Negotiate from an informed and credible position</p> <p>Lead and facilitate productive discussions with staff and stakeholders</p> <p>Encourage others to talk, share and debate ideas to achieve a consensus</p> <p>Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes</p> <p>Influence others with a fair and considered approach and sound arguments</p> <p>Show sensitivity and understanding in resolving conflicts and differences</p> <p>Manage challenging relationships with internal and external stakeholders</p> <p>Anticipate and minimise conflict</p> | <p>Adept</p>        |
|  <p>Results</p>      | <p><b>Deliver Results</b></p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p> | <p>Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes</p> <p>Make sure staff understand expected goals and acknowledge staff success in achieving these</p> <p>Identify resource needs and ensure goals are achieved within set budgets and deadlines</p> <p>Use business data to evaluate outcomes and inform continuous improvement</p> <p>Identify priorities that need to change and ensure the allocation of resources meets new business needs</p> <p>Ensure that the financial implications of changed priorities are explicit and budgeted for</p>     | <p>Adept</p>        |
|  <p>Results</p>     | <p><b>Plan and Prioritise</b></p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>        | <p>Understand the team and unit objectives and align operational activities accordingly</p> <p>Initiate and develop team goals and plans, and use feedback to inform future planning</p> <p>Respond proactively to changing circumstances and adjust plans and schedules when necessary</p> <p>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</p> <p>Accommodate and respond with initiative to changing priorities and operating environments</p>                                                                      | <p>Intermediate</p> |



### **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

## **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 are not relevant for recruitment purposes however may be relevant for future career development.

## **COMPLEMENTARY CAPABILITIES**

| Capability group/sets                                                                                    | Capability Name                     | Description                                                                                            | Level        |
|----------------------------------------------------------------------------------------------------------|-------------------------------------|--------------------------------------------------------------------------------------------------------|--------------|
| <br>Personal Attributes | Display Resilience and Courage      | Be open and honest, prepared to express your views, and willing to accept and commit to change         | Adept        |
|                                                                                                          | Act with Integrity                  | Be ethical and professional, and uphold and promote the public sector values                           | Intermediate |
|                                                                                                          | Value Diversity and Inclusion       | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| <br>Relationships       | Commit to Customer Service          | Provide customer-focused services in line with public sector and organisational objectives             | Adept        |
| <br>Results             | Demonstrate Accountability          | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines         | Intermediate |
| <br>Business Enablers   | 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                   | Intermediate |
|                                                                                                          | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance     | Intermediate |