



ROLE DESCRIPTION

Senior Client Service Officer

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Strategy & Governance/Parliamentary and Executive Services, Corrective Services Support Line	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	Multiple roles	
ANZSCO Code	541112	
PCAT Code	1119192	
Date of Approval	31 October 2024	Ref: CS0710
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

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

Primary purpose of the role

Provide a timely, high quality, trauma informed complaints management service for inmates in all NSW Correctional Centre and Transitional Centres including recording and referral of complaints from the Corrective Services Support Line (CSSL) and the Sexual Misconduct Reporting Line (SMRL) to appropriate areas within Corrective Services NSW (CSNSW) and other appropriate agencies.

Key accountabilities

- Provide training coaching and, advice to Client Services Officers to ensure service delivery standards are achieved and staff positively engage with stakeholders and users of the service. Assist the Team Leader with ad hoc administrative requirements including provision of reports.
- Promote a positive relationship in all customer and stakeholder interactions, maintaining a professional and friendly manner.
- Acknowledge and record customer complaints and sensitive disclosures, resolving them where possible during the initial call and escalating any unresolved issues.

- Undertake routine system searches, input and extract data using available computer systems, analyse and decipher information from a variety of sources.
- Comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is not compromised.
- Contribute to the development and implementation of policies, procedures and team protocols to improve service delivery.

Key challenges

- Maintain an awareness of custodial environment and current knowledge of the operations of CSNSW, and other relevant stakeholders, to ensure the CSSL operates effectively.
- Maintain positive, polite and helpful approach in dealing with complaints and inquiries from sometimes volatile complainants.
- Responding with compassion when faced with confidential and potential first-time disclosure of sexual assault.

Key relationships

Who	Why
Internal	
Team Leader	<ul style="list-style-type: none"> • Escalate issues and liaise to resolve complex issues. • Seek guidance and keep informed on matters that impact client/customer or business. • Provide advice on contentious issues
Team Members	<ul style="list-style-type: none"> • Provide advice and guidance on process and procedures. • Communicate routine, day to day issues. • Seek and provide information. • Advise and assist to resolve complex, sensitive, contentious and time critical work
Senior and executive management / Correctional Centre staff	<ul style="list-style-type: none"> • Advise on stakeholder requests. • Liaise and negotiate regarding the most appropriate response to, and resolution of issues. • Report serious incidents
External	
Other Government Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication. • Exchange information and respond to enquiries

Role dimensions

Decision making

Exercise sound judgement in the operation of the CSSL and SMRL in accordance with pre-determined protocols and procedures. Work within well-defined parameters and seek advice from management in relation to issues that are outside of protocols and procedures.

Reporting line

The role reports to the Team Leader, CSSL

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

Knowledge of legislation relevant to the Department's portfolio, government functions and the legislative process.

Essential requirements

- The CSSL and SMRL operate from 7:30am to 5:00pm Monday to Friday (excluding public holidays). The Senior Client Service Officer must be willing to work across these operational hours.

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
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Adapt existing skills to new situations. Show commitment to achieving work goals. Show awareness of own strengths and areas for growth and develop and apply new skills. Seek feedback from colleagues and stakeholders. Stay motivated when tasks become difficult 	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> 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	Commit to Customer Service Provide customer-focus services in line with public sector and organisational objectives	<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 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>solutions to meet needs.</p> <ul style="list-style-type: none"> • Resolve complex customer issues and needs. • Cooperate across work areas to improve outcomes for customers 	
 <p>Results</p>	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<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 	Intermediate
 <p>Results</p>	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • 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
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • 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 	Intermediate

FOCUS CAPABILITIES

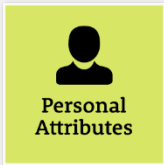


Capability group/sets	Capability name	Behavioural indicators	Level
		management functions and systems. • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	

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	Intermediate
	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	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	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
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 Business Enablers	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational