# Role Description
# Senior Aboriginal Client and Community Support Officer

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|---|---|
| **Cluster/Agency** | Department of Justice |
| **Division/Branch/Unit** | Aboriginal Services |
| **Location** | TBA |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Kind of Employment** | Permanent Ongoing |
| **ANZSCO Code** | 541211 |
| **Role Number** | Generic |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 6 November 2014 |
| **Agency Website** | www.justice.nsw.gov.au |

## Primary purpose of the role

Coordinate and assist in the implementation of state-wide and regional programs, projects and initiatives tailored for Aboriginal clients and Communities

## Key accountabilities

- Assist in managing a range of projects to deliver initiatives for the Aboriginal Services Branch (ASB).
- Undertake particular day to day and detailed aspects of project implementation, including monitoring project plans, coordinating resources, and managing deliverables and tasks.
- Assist with research and analysis to support the development of key projects across the Branch.
- Assist in managing projects designed to review, monitor and improve the effectiveness of service delivery within the Branch.
- Provide guidance and support, when required, to Aboriginal Client & Community Support Officers regarding Aboriginal Services program delivery.
- Assist the Regional Coordinator in preparing a range of project related documents as instructed, including status updates, reports, budgets and discussion papers.

## Key challenges

- Deliver and meet key ASB project deadlines and programs effectively and in line with agreed standards and milestones by balancing competing demands to ensure project/program objectives are achieved.

- Ability to recognise and identify strategies to address challenges impacting projects and service delivery in consultation with regional staff and Manager.
- Maintaining network of both internal and external stakeholders to support and facilitate effective project management and implementation.
- Effective communication and ability to mentor, offer support, advice and guidance to the Aboriginal Client Community Support Officer, Regional Coordinator and Project Managers.

## Key relationships

| Who | Why |
|---|---|
| **Internal** | |
| Regional Coordinator | Provide information and advice on workload and project outcomes<br>Provide support and advice on operational matters |
| Staff within the Branch | Provide support, information and advice on project implementation<br>Assist with developing strategies to improve project outcomes<br>Collaborate and creates a productive and harmonious work environment |
| **External** | |
| Community | Liaison regarding criminal justice issues, project and program development/management |
| Stakeholders | Establish and maintain relationships with internal and external stakeholder, provide advice and explore alternate options for project development and improvement |

## Role dimensions

### Decision making

- The position has autonomy in coordinating and managing their work.
- The occupant of the position will need to consult with the Region Coordinator or Manger/s on more complex matters impacting project delivery and outcomes

### Reporting line

This position reports to the Region Coordinator

### Direct reports

Nil

### Budget/Expenditure

Nil

### Essential requirements

- Aboriginality  - typically all or the majority of the work of an Aboriginal identified role will involve the development and or delivery of policy, programs and services which impact on Aboriginal people and or involve liaising directly with Aboriginal people and communities.
- A current driver's licence (unrestricted) and willingness to travel is required (regional locations only).

## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICT

This role also utilises an occupation specific capability set.

**Capability summary**

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Capability Group** | **Capability Name** | **Level** |
| Personal Attributes | **Display Resilience and Courage** | **Intermediate** |
| | Act with Integrity | Intermediate |
| | Manage Self | Intermediate |
| | Value Diversity | Intermediate |
| Relationships | Communicate Effectively | Intermediate |
| | **Commit to Customer Service** | **Intermediate** |
| | Work Collaboratively | Intermediate |
| | **Influence and Negotiate** | **Intermediate** |
| Results | **Deliver Results** | **Adept** |
| | Plan and Prioritise | Intermediate |
| | **Think and Solve Problems** | **Intermediate** |
| | Demonstrate Accountability | Intermediate |
| Business Enablers | Finance | Foundational |
| | Technology | Foundational |
| | Procurement and Contract Management | Foundational |
| | **Project Management** | **Adept** |

**Focus capabilities**

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**<br>Display Resilience and Courage | Intermediate | • Be flexible and adaptable and respond quickly when situations change<br>• Offer own opinion and raise challenging issues<br>• Listen when ideas are challenged and respond in a reasonable way<br>• Work through challenges<br>• Stay calm and focused in the face of challenging situations |

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Relationships**<br>Commit to Customer Service | Intermediate | • Support a culture of quality customer service in the organisation<br>• Demonstrate a thorough knowledge of the services provided and relay to customers<br>• Identify and respond quickly to customer needs<br>• Consider customer service requirements and develop solutions to meet needs<br>• Resolve complex customer issues and needs<br>• Co-operate across work areas to improve outcomes for customers |
| **Relationships**<br>Influence and Negotiate | Intermediate | • Utilise facts, knowledge and experience to support recommendations<br>• Work towards positive and mutually satisfactory outcomes<br>• Identify and resolve issues in discussion with other staff and stakeholders<br>• Identify others' concerns and expectations<br>• Respond constructively to conflict and disagreements<br>• Keep discussion focused on the key issues |
| **Results**<br>Deliver Results | Adept | • Take responsibility for delivering on intended outcomes<br>• Make sure team/unit staff understand expected goals and acknowledge success<br>• Identify resource needs and ensure goals are achieved within budget and deadlines<br>• Identify changed priorities and ensure allocation of resources meets new business needs<br>• Ensure financial implications of changed priorities are explicit and budgeted for<br>• Use own expertise and seek others' expertise to achieve work outcomes |
| **Results**<br>Think and Solve Problems | Intermediate | • Research and analyse information and make recommendations based on relevant evidence<br>• Identify issues that may hinder completion of tasks and find appropriate solutions<br>• Be willing to seek out input from others and share own ideas to achieve best outcomes<br>• Identify ways to improve systems or processes which are used by the team/unit |
| **Business Enablers**<br>Project Management | Adept | • Prepare clear project proposals and define scope and goals in measurable terms<br>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements<br>• Prepare accurate estimates of costs and resources required for more complex projects<br>• Communicate the project strategy and its expected benefits to |

| NSW Public Sector Capability Framework | | |
|---|---|---|
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| | | others |
| | | • Monitor the completion of project milestones against goals and initiate amendments where necessary |
| | | • Evaluate progress and identify improvements to inform future projects |