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| --- | --- |
| **Cluster** | Justice |
| **Division/Branch/Unit** | Corrective Services NSW - Offender Services and Programs |
| **Location** | Various |
| **Classification/Grade/Band** | Chief Psychologist |
| **ANZSCO Code** | 272399 |
| **Role Number** | Various |
| **PCAT Code** | 2119192 |
| **Date of Approval** | 10 May 2016 (updated 13/3/2018) |
| **Agency Website** | www.justice.nsw.gov.au |

This role description is to be read in conjunction with the relevant conditions, characteristics and criteria included in the[*Crown Employees (Psychologists) Award*](http://www.ircgazette.justice.nsw.gov.au/irc/ircgazette.nsf/webviewdate/C8526) *C8526 of 15 April 2016.*

# Primary purpose of the role

Manage, supervise and lead a team in the provision of direct psychological services to offenders within custodial and community locations in an allocated region or area of responsibility.

Provide advice and support in relation to the revision and development of policy and procedures relating to psychological services

# Key accountabilities

* Manage and supervise the provision of direct psychological services and/or programs to offenders within custodial and community locations on a regional basis or within area of responsibility.
* Develop state-wide policy and procedures and strategic direction relating to psychology services offenders within custodial and community locations
* Oversight all professional supervision, training, and development for psychologists in the region or area of responsibility, including developing specific training for psychologists and other staff as required.
* Provide regular individual and/or group supervision for Senior Psychologists
* Provide direct psychological service delivery where appropriate in the most complex cases.
* Provide high level consultation to the Department regarding psychology services and/or programs and related services such as mental health, suicide prevention, and behavioural management within region or area of responsibility.
* Ensure appropriate psychological documentation standards on OIMS and in case files are maintained regionally on all offenders who are receiving psychological services.
* Provide management with reports on the psychology and related services provided, analyse latest research, and coordinate data collection for research purposes in relevant areas.
* Represent the Department externally in matters relating to psychology and related services.

# Key challenges

* Providing an ethical and effective psychology service in a dynamic environment for staff who are charged with management of challenging clients and in the context of limited or scarce professional resources
* Supporting staff to manage appropriate priorities in the face of high case loads and work volumes and negotiating consensus between the cluster supervisors and professional supervisor.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Director State-wide Services or Director State-wide Programs | For leadership and guidance and to provide information, reports and support and for providing professional advice. |
| State-wide Manager Specific Needs | In relation to co-ordinating special needs services within the cluster and potential sharing or efficiencies of resources. |
| Senior Psychologists | To manage administratively and to provide professional guidance and direction. |
| Psychologists | In relation to professional guidance regarding provision of psychological services and oversighting of their professional development |
| Regional Support Managers OS&P | In relation to co-ordinating psychology services within the region and potential sharing or efficiencies of resources. |
| Directors Custodial Operations  Directors Community Operations | In relation to establishing consistency of psychological services across CSNSW. |
| General Managers and other custodial corrections Centre staff | In relation to the implementation and resourcing of psychological services across custodial locations. |
| Managers Community Corrections | In relation to the implementation and resourcing of psychological services across community locations. |
| **External** |  |
| External agencies and stakeholders such as Justice Health & Forensic Mental Health Network, universities, State Parole Authority, Serious Offenders Review Council, etc. | In relation to provision of advice, communication, and responding to requests regarding psychological services. |

# Role dimensions

## Decision making

The position holder has a high degree of autonomy and responsibility to make decisions involving psychological service provision but must seek formal approval from the Director State-wide Services or Director State-wide Programs and Group Director OS&P with respect to policy and procedures development.

Staff management decisions, where otherwise authorised by specific delegations are made by the role and it may decide to advise the Director State-wide Services or Director State-wide Programs of its intensions to proceed in such matters.

## Reporting line

The role reports to the relevant Director (either the Director State-wide Services or the Director State-wide Programs)

## Direct reports

Up to 12 senior psychologists

## Budget/Expenditure

## Nil

# Essential requirements

* Post-graduate tertiary psychology qualifications at Master’s level or higher, current full registration with the Psychology Board of Australia, and is eligible to be a Board-approved supervisor.
* Experience in the development, establishment, and implementation of psychological services on a regional and/or state-wide basis.
* High level knowledge and understanding of contemporary correctional concepts, principles and practices relevant to the provision of psychology services
* Expert knowledge and understanding of the complexities relating to the provision of psychological services within a correctional environment
* Thorough knowledge and understanding of the psychologist's ethical and legal obligations and professional accountability particularly the CSNSW policies and procedures.
* Expert knowledge and ability in the professional supervision of psychologists.
* Current NSW driver’s licence with ability and willingness to travel throughout NSW.

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework>

## 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** |
|  | Display Resilience and Courage | Adept |
|  | **Act with Integrity** | **Advanced** |
|  | Manage Self | Adept |
|  | Value Diversity | Adept |
|  | **Communicate Effectively** | **Advanced** |
|  | Commit to Customer Service | Advanced |
|  | Work Collaboratively | Advanced |
|  | Influence and Negotiate | Adept |
|  | Deliver Results | Adept |
|  | **Plan and Prioritise** | **Advanced** |
|  | **Think and Solve Problems** | **Adept** |
|  | Demonstrate Accountability | Advanced |
|  | Finance | Intermediate |
|  | Technology | Adept |
|  | Procurement and Contract Management | Intermediate |
|  | **Project Management** | **Adept** |
|  | Manage and Develop People | Adept |
|  | Inspire Direction and Purpose | Adept |
|  | **Optimise Business Outcomes** | **Adept** |
|  | Manage Reform and Change | 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**  Act with Integrity | | Advanced | Model the highest standards of ethical behaviour and reinforce them in others  Represent the organisation in an honest, ethical and professional way and set an example for others to follow  Ensure that others have a working understanding of the legislation and policy framework within which they operate  Promote a culture of integrity and professionalism within the organisation and in dealings external to government  Monitor ethical practices, standards and systems and reinforce their use  Act on reported breaches of rules, policies and guidelines | |
| **Relationships**  Communicate Effectively | | Advanced | Present with credibility, engage varied audiences and test levels of understanding  Translate technical and complex information concisely for diverse audiences  Create opportunities for others to contribute to discussion and debate  Actively listen and encourage others to contribute inputs  Adjust style and approach to optimise outcomes  Write fluently and persuasively in a range of styles and formats | |
| **Results**  Plan and Prioritise | | Advanced | Understand the links between the business unit, organisation and the whole-of-government agenda  Ensure business plan goals are clear and appropriate including contingency provisions  Monitor progress of initiatives and make necessary adjustments  Anticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriately  Consider the implications of a wide range of complex issues, and shift business priorities when necessary  Undertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning | |
| **Results**  Think and Solve Problems | | Adept | Research and analyse information, identify interrelationships and make recommendations based on relevant evidence  Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options  Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness  Identify and share business process improvements to enhance effectiveness | |
| **Business Enablers**  Project Management | Adept | | Prepare clear project proposals and define scope and goals in measurable terms  Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements  Prepare accurate estimates of costs and resources required for more complex projects  Communicate the project strategy and its expected benefits to others  Monitor the completion of project milestones against goals and initiate amendments where necessary  Evaluate progress and identify improvements to inform future projects |
| **People Management**  Optimise Business Outcomes | | Adept | Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives  Allocate resources to ensure achievement of business outcomes and contribute to wider workforce planning  Ensure that team members base their decisions on a sound understanding of business principles applied in a public sector context  Monitor performance against standards and take timely corrective actions  Keep others informed about progress and performance outcomes | |