# Role description essentials

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| --- | --- |
| **Cluster/Agency** | Family and Community Services (FACS) |
| **Division/Branch/Unit** | Various |
| **Location** | TBC |
| **Classification/Grade/Band** | Clerk Grade 11/12 |
| **Kind of Employment** | TBC |
| **ANZSCO Code** | Varies depending on area |
| **Role Number** | TBC |
| **PCAT Code** | Varies depending on team and client |
| **Date of Approval** | 1 March 2016 |
| **Agency Website** | www.facs.nsw.gov.au |

*This role description applies to multiple roles across FACS. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.*

# Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

# Primary purpose of the role

Deliver, plan and coordinate complex projects within agreed timelines and budgets, manage and lead staff and maintain and build stakeholder relationships in order to achieve FACS strategic objectives.

## Key accountabilities

* Manage resources, budgets, assets, projects and staffing to maximise achievement of goals and to ensure staff have the required levels of skills and performance.
* Provide operational direction and leadership to establish and maintain an outcome-oriented culture of teamwork, achievement and accountability.
* Provide leadership, including financial planning, to effectively manage the business unit in a manner consistent with the strategic direction of the organisation
* Ensure effective operations and cost-effective use of organisation’s resources.
* Provide guidance, support and point of contact for staff in the business unit on FACS policies and procedures that impact on the operation of the Business area.
* Provide proactive and evidence-based expert advice and reports to the Director and/or the Executive Director to ensure business unit’s matters that impact current business and future decision-making are fully considered.
* Seek out and actively manage key internal and external stakeholder relationships based on open and regular discussions and feedback to ensure effective interface between program development, planning, service design and policy implementation.
* Lead and drive team management, work planning, coaching and professional development initiatives to align resources and deliver priorities.

## Key challenges

* Dealing with sensitive, complex matters appropriately and confidentially.
* Maintaining a current knowledge of FACS structure, government policies, procedures, projects, programs, initiatives and government protocols.

## Key relationships

### Internal Relationships

|  |  |
| --- | --- |
| Who you’ll work with | Why |
| Line Manager | * Report directly to Line manager
* Seek direction, advice and support
* Provide information and feedback
 |
| Team Members | * Provide information and advice
* Provide an effective and valuable two way liaison
 |
| Other FACS Divisions | * Liaise to ensure the provision of timely and accurate advice when requested
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
 |
| FACS Districts and Clusters | * Liaise to ensure consistent engagement with service delivery planning and service providers
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
 |

### External Relationships

| **Who you’ll work with**  | **Why** |
| --- | --- |
| Non-government Organisations | * Engage with service providers
 |
| Community | * Engage with service providers and client groups
 |
|  |  |

# Role dimensions

## Decision making

The role:

* Sets own priorities and those of any staff/project staff supervised.
* Maintains independence to develop a suitable approach in managing a unit/team, allocating resources, determining the conceptual framework towards projects and development of strategic plans.
* Has a high level of responsibility for determining appropriate unit/team actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of unit/team work.
* Ensures that unit/team recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as the source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level.

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

## Reporting line

See divisional structure and supplementary material.

## Direct reports

See divisional structure and supplementary material.

## Budget/Expenditure

Nil.

# Essential requirements

Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

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 applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/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** |
| --- | --- | --- |
| Icon of a person representing personal attributes | Display Resilience and Courage | Adept |
| Act with Integrity | Advanced |
| Manage Self | Adept |
| **Value Diversity** | **Advanced** |
| Icon of two people representing relationships | **Communicate Effectively** | **Advanced** |
| **Commit to Customer Service** | **Adept** |
| **Work Collaboratively** | **Advanced** |
| Influence and Negotiate | Intermediate |
| Icon of a ticked box representing results | Deliver Results | Adept |
| **Plan and Prioritise** | **Advanced** |
| Think and Solve Problems | Adept |
| **Demonstrate Accountability** | **Adept** |
| Icon of cogs representing business enablers | **Finance** | **Adept** |
| Technology | Intermediate |
| Procurement and Contract Management | Adept |
| Project Management | Adept |
| Icon of a group representing people management | **Manage and Develop People** | **Adept** |
| Inspire Direction and Purpose | Intermediate |
| Optimise Business Outcomes | Intermediate |
| 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

### Personal Attributes

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Value Diversity | Advanced | Encourage and include diverse perspectives in the development of policies and strategiesLeverage diverse views and perspectives to develop new approaches to delivery of outcomes Build and monitor a workplace culture that values fair and inclusive practices and diversity principlesImplement methods and systems to ensure that individuals can participate to their fullest abilityRecognise the value of individual differences to support broader organisational strategies |

### Relationships

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| CommunicateEffectively | Advanced | Present with credibility, engage varied audiences and test levels of understandingTranslate technical and complex information concisely for diverse audiencesCreate opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputsAdjust style and approach to optimise outcomesWrite fluently and persuasively in a range of styles and formats |
| Commit to Customer Service | Adept | Take responsibility for delivering high quality customer-focused servicesUnderstand customer perspectives and ensure responsiveness to their needsIdentify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community |
| Work Collaboratively | Advanced | Build a culture of respect and understanding across the organisationRecognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing and communication and collaboration across the organisation and cross governmentFacilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions |

### Results

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Plan and Prioritise | Advanced | Understand the links between the business unit, organisation and the whole-of-government agendaEnsure business plan goals are clear and appropriate including contingency provisionsMonitor progress of initiatives and make necessary adjustmentsAnticipate and assess the impact of changes, such as government policy/economic conditions, to business plans and initiatives, and respond appropriatelyConsider the implications of a wide range of complex issues, and shift business priorities when necessaryUndertake planning to transition the organisation through change initiatives and evaluate progress and outcome to inform future planning |
| Demonstrate Accountability | Adept | Assess work outcomes and identify and share learnings to inform future actionsEnsure that actions of self and others are focused on achieving organisational outcomesExercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resourcesIdentify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and othersConduct and report on quality control audits Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks |

### Business Enablers

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Finance | Adept | Understand core financial terminology, policies and processes, and display a knowledge of relevant recurrent and capital financial measuresUnderstand impacts of funding allocations on business planning and budgets, including value for money, choice between direct provision and purchase of services, and financial implications of decisionsUnderstand and apply financial audit, reporting and compliance obligationsIdentify discrepancies or variances in financial and budget reports, and take corrective action where appropriateSeek specialist advice and support where requiredMake decisions and prepare business cases paying due regard to financial considerations |

### People Management

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Manage and Develop People | Adept | Define and clearly communicate roles and responsibilities to achieve team/unit outcomesNegotiate clear performance standards and monitor progressDevelop team/unit plans that take into account team capability, strengths and opportunities for developmentProvide regular constructive feedback to build on strengths and achieve resultsAddress and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective wayMonitor and report on performance of team in line with established performance development frameworks |