

Role Description

Engagement Officer - Recovery



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	DPI / Strategy & Engagement / Flood Recovery Support Service
Location	Negotiable
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	411711
PCAT Code	1119192
Date of Approval	June 2021
Agency Website	www.dpi.nsw.gov.au

Agency Overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

DPI Strategy & Engagement develops and drives whole of DPI strategic priorities including Cabinet and legislation, corporate affairs and Parliament, market intelligence and forecasting, science risks and opportunities, and stakeholder and international engagement.

Primary purpose of the role

The Engagement Officer - Recovery provides bespoke and holistic client-centric services to individuals and communities impacted by disaster by facilitating strategic capacity building activities such as case management, networking, community engagement and development, and facilitating disaster resilience and preparedness.

Key accountabilities

- Identify and engage impacted regional communities, listening to their needs, linking them to services and working with key stakeholders to coordinate and support activities that address issues.
- Identify and work in partnership with key stakeholders to develop strategies and projects that build the resilience of individuals and rural communities.
- Build and strengthen strategic relationships with government and non-government agencies by participating in partnership initiatives and interagency meetings.
- Facilitate data capture, reporting and program enhancement, and work with partners to ensure regional communities are better prepared and recover more quickly from adverse

events

Key challenges

- Identifying and planning strategic capacity building opportunities that support individuals and communities recovering from disaster and build future resilience
- Working alone in remote locations away from support with a range of stakeholders who have conflicting demands and priorities
- Coordinating multiple regional projects in a constantly changing environment while using available resources efficiently

Key relationships

Who	Why
Internal	
Senior Engagement Officer - Recovery	<ul style="list-style-type: none">• Seek guidance, provide information, consult regularly about activities and provide regular updates on key issues, priorities, policy and budgetary issues.• Monitor and evaluate projects
Flood Recovery Support Service team	<ul style="list-style-type: none">• Work as part of a team to use skills and resources effectively
Manager Recovery Support Program	<ul style="list-style-type: none">• Provide information about activities and identify priority issues
External	
Contractors and stakeholders	<ul style="list-style-type: none">• Seek/maintain specialist knowledge/advice on regional issues• Participate in regional forums, networks and meetings and exchange information• Build relationships to resolve issues and create collaborative opportunities regionally

Role Dimensions

Decision making

The Engagement Officer - Recovery operates with a high level of autonomy within the context of an agreed work plan and is accountable for the delivery of assigned deliverables. Develops their work priorities in partnership with Recovery Senior Project Officer.

Reporting line

Recovery Senior Project Officer.

Direct reports

Nil

Budget/Expenditure

Authorisation for expenditure of allocated resources under applicable delegation.

Essential requirements

- Current NSW Driver License and the ability and willingness to travel
- Tertiary qualifications in a relevant discipline or demonstrated experience in an appropriate discipline including psychology, counselling and mental health, social and/or case work, emergency management, particularly recovery, primary production, animal welfare, community engagement/development and natural resource management.

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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct Recognise and report misconduct and illegal and inappropriate behaviour Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
	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

	Commit to Customer Service Provide customer-focused 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 solutions to meet needs• Resolve complex customer issues and needs• Cooperate across work areas to improve outcomes for customers	Intermediate
	Work Collaboratively Collaborate with others and value their contribution	<ul style="list-style-type: none">• Build a supportive and cooperative team environment• Share information and learning across teams• Acknowledge outcomes that were achieved by effective collaboration• Engage other teams and units to share information and jointly solve issues and problems• Support others in challenging situations• Use collaboration tools, including digital technologies, to work with others	Intermediate
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none">• Be proactive in taking responsibility and being accountable for own actions• Understand delegations and act within authority levels• Identify and follow safe work practices, and be vigilant about own and others' application of these practices• Be aware of risks and act on or escalate risks, as appropriate• Use financial and other resources responsibly	Intermediate
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none">• Understand all components of the project management process, including the need to consider change management to realise business benefits• Prepare clear project proposals and accurate estimates of required costs and resources• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements• Identify and evaluate risks associated with the project and develop mitigation strategies• Identify and consult stakeholders to inform the project strategy	Adept





- Communicate the project's objectives and its expected benefits
- Monitor the completion of project milestones against goals and take necessary action
- Evaluate progress and identify improvements to inform future projects

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate