

Role Description

Family Liaison Officer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Services
Division/Branch/Unit	Corporate Services/Legal Audit and Risk/Legal Services
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	October 2020

Primary purpose of the role

Provide assistance in statewide support services for families of deceased and seriously injured workers. Contribute to the provision of services to bereaved individuals/families, including court support and guidance with preparation of relevant legal documents.

Key accountabilities

- Support the provision of information of SafeWork NSW's role in investigations, prosecutions and coronial inquests and inquiries to the families of deceased workers and seriously injured workers.
- Identify and refer support services to family members of deceased workers and seriously injured workers, including but not limited to, counselling support and other appropriate services in a timely manner.
- Contribute to the development of resources and publications to support SafeWork NSW's commitment to provide crucial and consistent information to families, injured persons and the general public.
- Liaise with inspectors and lawyers on a regular basis to ensure that updates provided to families and injured workers are accurate and current
- Maintain and update case notes on internal record keeping systems and spreadsheets to ensure important interactions with families and injured workers are documented
- Provide assistance in the preparation of documentation, including internal and external correspondence to support the management of complex cases
- Engage with grieving family members and seriously injured workers in a sensitive and appropriate manner to provide information, assistance and referral to support services.

Key challenges

- Maintaining resilience when providing appropriate and timely assistance to individuals that are often grief stricken, distressed, angry and traumatised
- Providing assistance to families through the stages of a SafeWork NSW investigation and legal process and the effects of the outcomes of the legal processes in a politically sensitive context

- Promoting key resources and services available for the referral of people who have lost a family member as a result of a workplace incident while managing often differing expectations from these group/s

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise, receive guidance and instructions • Provide recommendations and inform through reporting any sensitive and emerging issues • Participate in meetings and discussions to share information and provide input and feedback
Work Team	<ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving the teams business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice
Client/Customer	<ul style="list-style-type: none"> • Provide a client focused approach to service delivery • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues • Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates. • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution
External	
Client/Stakeholders	<ul style="list-style-type: none"> • Respond and resolve queries, provide information and/or resources or redirect to the appropriate person or business unit if required • Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards • Engage with, consult, seek clarification and provide advice and responses to ensure the prompt resolution of issues.
Vendors/Service Providers	<ul style="list-style-type: none"> • Monitor provision of service to ensure compliance with contracts and service arrangements • Contact to provide and gather information and resolve issues
Other Government Agencies	<ul style="list-style-type: none"> • Participate in meetings and represent organisational perspective • Provide and share information, discuss and seek input on matters or issues

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control. It refers to a Manager decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the manager.

Reporting line

Coordinator, Family Liaison

Direct reports

Nil

Budget/Expenditure

As per the Customer Service delegations

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none">• Be flexible and adaptable and respond quickly when situations change• Offer own opinion and raise challenging issues• Listen when ideas are challenged and respond appropriately• Work through challenges• Remain calm and focused in challenging situations	Intermediate
	Manage Self	<ul style="list-style-type: none">• Keep up to date with relevant contemporary knowledge and practices	Adept





	Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation 	
 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
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<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
 Business Enablers	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Perform basic research and analysis to inform and support the achievement of project deliverables Contribute to developing project documentation and resource estimates 	Intermediate

- Contribute to reviews of progress, outcomes and future improvements
- Identify and escalate possible variances from project plans

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	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	Intermediate
 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	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
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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	Foundational