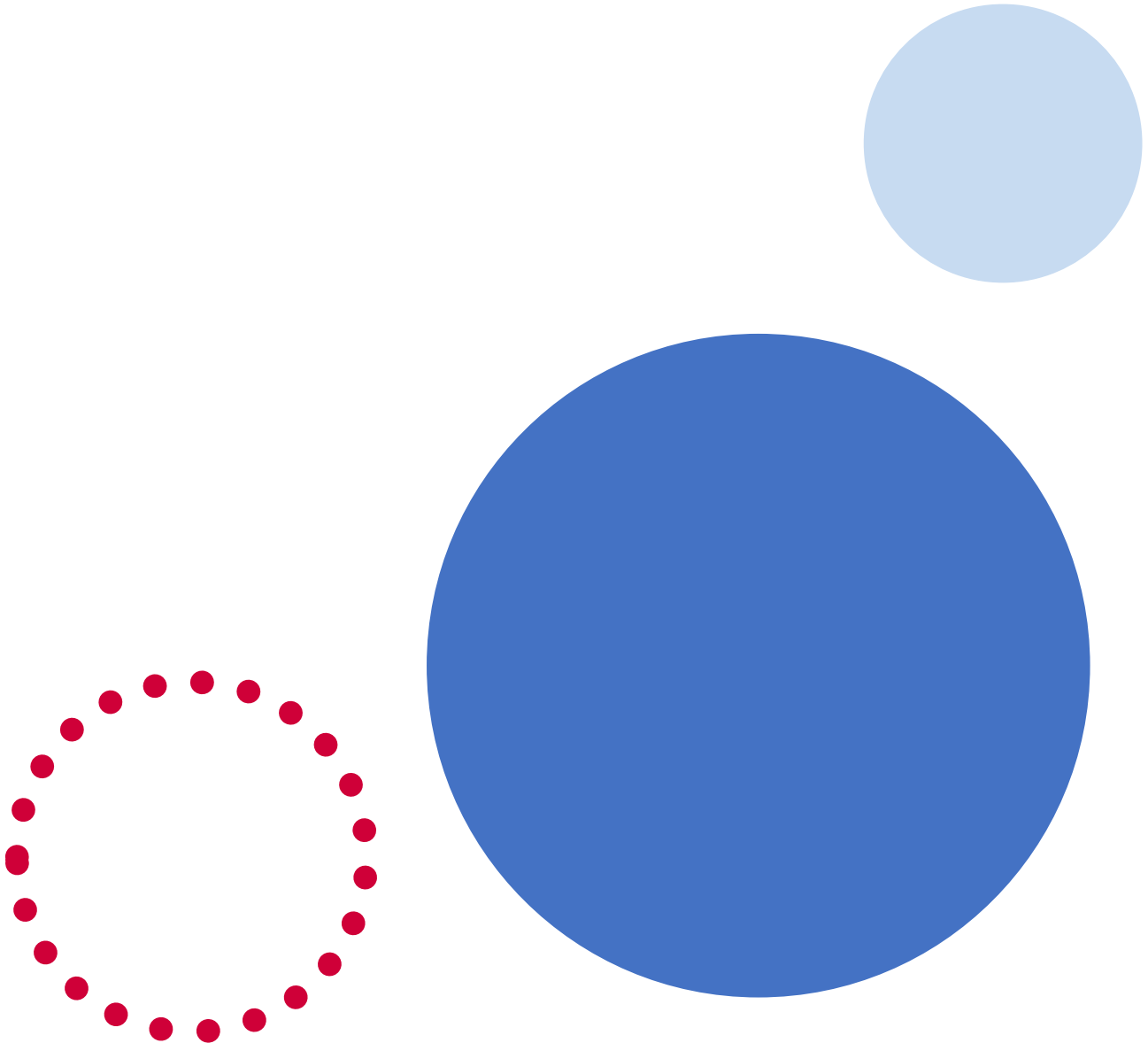


# Position Information Package

## Aboriginal Community Liaison Officer (ACLO)



## About the role

The role works as part of a team to develop partnerships and understanding between the Aboriginal community and the Department of Education at all levels, thereby helping to improve the outcomes for Aboriginal school students. The role sits within the Departments Delivery Support unit.

## Delivery Support Who's Who

Delivery Support operates within the Student Support and Specialist Programs directorate and reports to Executive Director. This unit sits within the School Performance North Directorate.

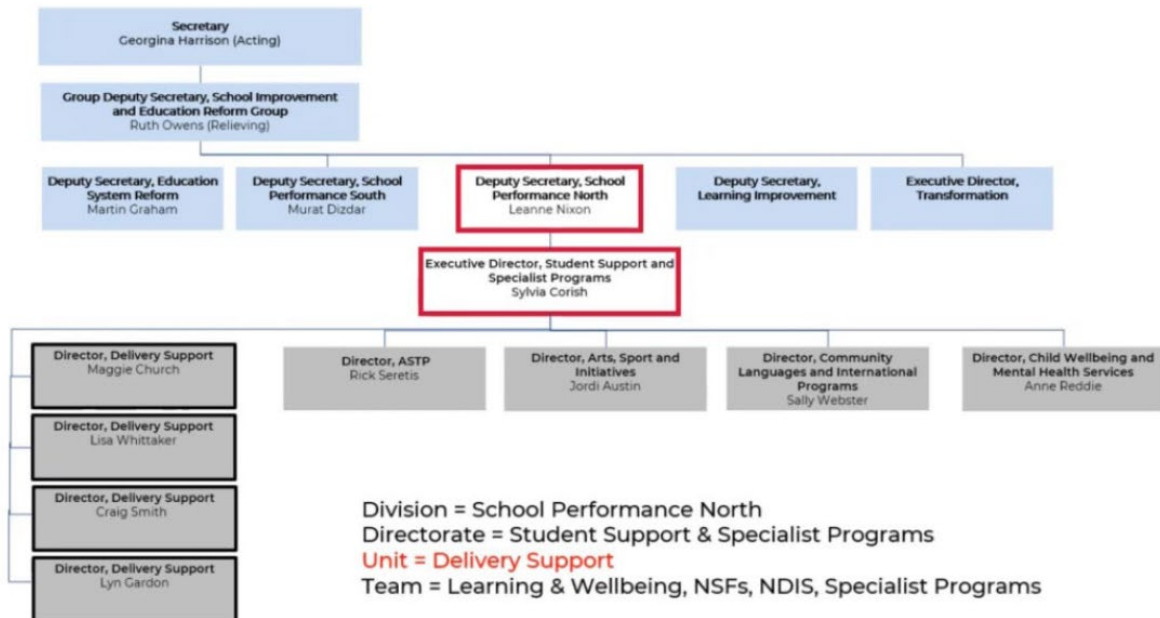
Delivery Support was formed as part of the new organisational structure implemented in September 2020. Previously known as School Services, our teams continue to work in partnership with DELs, Principals and other interagency groups to deliver high quality support and advice to meet the needs of schools and support school improvement. Working together to develop high performing teams to support school improvement and:

- Provide strategic leadership opportunities for PEOs to drive operational improvements and reform agenda.
- Maintain effective collaboration with DELs and Principals to facilitate direct and indirect supports and services for children and young people with complex wellbeing, learning and support needs.
- Lead the placement panel processes for students with disability seeking additional support provisions.
- Coordinate a multi-disciplinary team around a school including non-school based staff.
- Facilitate local interagency coordination and service delivery supporting schools, their students and families experiencing personal and environmental complexity.

The four Delivery Support teams delivers support to DELs, schools and families in the areas of disability, placement of students into specialist provisions, adjusted learning and

planning, wellbeing, behaviour, attendance, health needs, complexity, interagency supports and related policies.

## The Structure – School Performance North



## Delivery Support Team Structure

The **Team around a school** building capacity of our school staff.

Non-school based team



School based team



Home School Liaison  
Officers



AP Learning +  
Support



Senior Psychologist  
Education



AP Hearing & Vision



Child Wellbeing  
Unit



Early Intervention  
Teacher



Out of Home Care



Leader Psychology  
Practice



Support Teacher  
Transition

# How to Write an Application for a Corporate Role

Your application is the first information we will see about you. This is your chance to show why you are the right person for the job and to make a positive impression.

An application usually consists of the following:

- cover letter
- resume
- answers to any targeted questions.

## Writing your application

You need to show how your capabilities, knowledge and experience are relevant to the job you are applying for as the assessors know nothing about you.

Providing examples of your accomplishments and work ethic in other jobs and relating these to the requirements of the job you are applying for will show how your capabilities, knowledge and experience are transferable.

For example, if a core part of the job is to manage a team, you could mention details of your previous experience in managing others in your cover letter and also highlight this in your resume.

If you have limited work experience you can draw on your experiences from other contexts such as university, college, school or volunteering.

Using a structure to write your application such as STAR (Situation, Task, Action, Result) or SAO (Situation, Action, Outcome) will help you to highlight specific achievements.

Remember to tailor your application to the role you are applying for and always check spelling, punctuation and grammar before submitting your application.

## Writing your cover letter

The cover letter is an opportunity to:

- explain your motivation for applying for a job and for wanting to work in the NSW Public Service
- highlight key achievements from your previous experience
- confirm that you have capabilities, knowledge and experience along with relevant qualifications for the job.

### A good cover letter is:

- concise and logically written (no more than 1 to 2 pages in length)
- tailored to the job you are applying for
- specific about the work you have done or managed previously.

Using a structure to write your cover letter such as STAR (Situation, Task, Action, Result) or SAO (Situation, Action, Outcome) will help you to highlight specific achievements.

## Your Resume

Your resume - also known as curriculum vitae or CV - is a summary of your qualifications, experience, skills and qualities. A resume needs to be clear, concise and neatly organised with content relevant to the role you are applying for.

Your resume should include:

- education, qualifications and details of any courses or areas of focus that might be relevant to the role
- experience, paid and volunteer, with most recent experience first. For each job, include the role title, name and location of employer, and dates of employment. Briefly describe your role responsibilities for each job using dot points or a brief paragraph.
- special skills, computer skills, achievements and membership in organisations
- names of referees
- in your resume you can also provide further details of how you demonstrate your competence in the focus capabilities as outlined in the role description

## Responding to targeted questions

Targeted questions are open-ended questions that allow you to give examples of how you have demonstrated the behaviours of a particular capability. Be sure to adhere to the required word limit.

To respond to a targeted question you need to relate how you have shown the types of behaviours in other jobs or contexts. It is a good idea to look at the behavioural indicators for the relevant capability outlined in the role description to better understand the types of behaviours that apply. See: Example of a targeted question

You can also use structures such as STAR (Situation, Task, Action, Result) or SAO (Situation, Action, Outcome) to highlight specific achievements that are directly related to the question.

### Example of a targeted question and how to respond:

A capability for an Administrative Support Officer Clerk Grade 3/4 role is to Commit to customer service. A targeted question on this capability at the intermediate level might ask you to:

“Give an example of a situation where you provided services that were customer focused”

In your answer you could describe other contexts where you provided customer service and give examples of how you did some or all of the following:

- identified and responded to customer needs
- developed solutions to assist customers
- resolved complex customer issues
- worked with others to improve outcomes.

To assist you in responding you can also have a look at the behavioural indicators relating to this capability level in the [NSW public sector capability framework](#). You can use these to shape your response.

Remember to submit your application by the advertised closing date and time. Late applications will not be accepted. Allow for technical issues that may impact you submitting your application. For example: bad internet connection in some areas.