

Role Description

Careers Advisor

Agency	NSW Department of Education
Division/Branch/Unit	People and Culture, Health and Safety Directorate, Incident Notification and Support Unit
Location	Parramatta
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	272499
Role Number	221377
PCAT Code	1 1 2 45 44
Date of Approval	February 2020
Agency Website	https://education.nsw.gov.au/

Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

Primary purpose of the role

The role is responsible for facilitating career pathways for young people as part of a coordinated case management service following complex and high risk incidents. The role focuses on collaborating with department, government and community partners to identify career pathways and options for young people to support their transition from a school-setting. The role contributes to delivering timely, efficient services and advice to support student needs and meet service delivery requirements.

Key accountabilities

- Provide tailored advice on career pathways for young people across a portfolio of complex cases to support the transition from school to the workforce.
- Build collaborative working relationships with schools, government, non-government and businesses to identify new and innovative transition pathways from school to a career, under complex circumstances.
- Building and maintaining professional relationships with internal partners and external agencies to ensure effective management of complex cases, including involvement in case conferences.
- Communicate with and provide quality advice to senior management on complex and sensitive issues in schools and workplaces, including options where tailored career support would be appropriate.
- Work collaboratively to support the unit in the follow-up to major incidents involving students.
- Work collaboratively within a team to build capability, achieve team goals and targets to support service delivery outcomes and meet customer needs.
- Analyse data and report on new or emerging issues or trends and recommend strategies to enhance team capabilities to inform business operations, training and development.

Key challenges

- Manage high-risk and complex cases in a fast-paced unit to achieve consistency in quality and service delivery while meeting operational needs.
- Maintaining positive working relationships with internal and external agencies while managing complex matters involving high-risk behaviours from students.
- Maintaining the quality and accuracy of sensitive information within departmental systems.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Provides regular status reports• Consults regarding the management of sensitive, high risk or business critical matters• Receives performance feedback
Team members and teams across the Health and safety directorate	<ul style="list-style-type: none">• Provide input on options to support coordinated case management services following high risk incidents.• Provides a conduit across teams in Health and Safety Directorate to ensure the consistent provision of service and advice.
Internal and External Customers	<ul style="list-style-type: none">• Communicates specialist advice and provides guidance on complex matters where career pathways may need to be considered• Carry out consultation, liaison and negotiation.• Build and manage positive stakeholder relationships and networks to enhance working relationships and facilitate timely response services

Role dimensions

Decision making

The role acts independently and uses initiative and problem solving to achieve business results in line with operational guidelines, departmental policy and procedures.

As necessary, the role consults with the line manager to agree on a suitable course of action in matters that are sensitive, high risk or business critical, or for those issues that have far reaching implications.

Reporting line

This position reports to the Manager, Emergency Response.

Direct reports

This role has no direct reports. For indirect reports refer to the relevant business unit organisational chart.

Budget/Expenditure

The role has financial delegation in accordance with Departmental policy.

Essential Requirements





- Knowledge of and commitment to the Department's Aboriginal Education policies
- Tertiary qualifications in education and/or recent school based experience.

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/capabilityframework>

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
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities for the role

It is expected that an employee new to the role will demonstrate immediate competence in each of the Focus Capabilities. The level indicated is a minimum requirement for immediate competence in the role.

In addition, behavioural indicators need to be specified for each of the focus capabilities (sourced directly from the [Capability Framework](#)).

Focus capabilities		
Capability Group: <i>Personal attributes</i>		
Capability Set	Level	Behavioural indicators
Display Resilience and Courage	Intermediate	<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 in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Capability Group: <i>Relationships</i>		
Capability Set	Level	Behavioural indicators
Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify 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	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations

Capability Group: <i>Results</i>		
Capability Set	Level	Behavioural indicators
Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Think and Solve Problems	Adept	<ul style="list-style-type: none"> • 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
Capability Group: <i>Business Enablers</i>		
Capability Set	Level	Behavioural indicators
Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll- out of new technologies
Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans