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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Specific Needs |
| **Location** | Roundhouse Long Bay Correctional Complex |
| **Classification/Grade/Band** | Clerk 7-8 |
| **Role Number** | 20813 |
| **ANZSCO Code** | 223311 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 10 September 2019 | **Ref: CS0306** |
| **Agency Website** | www.justice.nsw.gov.au |

# Primary purpose of the role

Plan and deliver specific needs awareness training to CSNSW staff working with offenders with a range of diverse needs including disabilities, acute mental illness, and acute risk of self-harm, to ensure staff have awareness of inmate needs and capacity to engage appropriately in their management.

# Key accountabilities

* Promote the need for and obtain equitable access to services and programs for offenders with specific needs, through the education, professional training and improvement in awareness of operational staff.
* Assess program and service needs of, and the current issues facing offenders with specific needs for providing workable solutions and equitable access to programs and services in accordance with the relevant legislation and CSNSW strategies.
* Provide input into the case management strategies to achieve the targeted provision of services and programs to offenders with specific needs.
* Provide expert advice and feedback to Corrective Services Academy and external providers in the development of training programs relating to offenders with specific needs.
* Develop and deliver specific needs training to CSNSW operational custodial and community corrections staff in partnership with Academy personnel and Regional training staff.
* Acquire and manage appropriate and adequate resources for facilitating the training needs of offenders with specific needs.
* Participate in training / professional development of operational staff on offender specific needs.
* Maintaining current knowledge of Disability Legislation, International Conventions of Rights, National Disability Insurance Scheme Legislation, State and National Frameworks and Strategies in relation to disability and mental health.

# Key challenges

* Balancing the strategic aspects of the role with the day to day management and operational demands of a team of Offender Services & Program (OS&P) staff.
* Optimising the use of resources in a challenging and dynamic environment given that standards of service delivery must be maintained.
* Consistently promoting equivalent access by offenders and inmates with specific needs to the relevant programs and services.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| State-wide Manager Specific Needs  | Direction leadership, guidance, allocation of duties and to provide support and assistance |
| Manager State-wide Disability Services (SDS) | In relation to identification of staff training needs |
| Project Officer (Systems and Administration) and other members of SDS | In relation to offender status, resource development, staff training and support. |
| Corrective Services Academy and Regional Training staff | Provide advice in relation to disability training programs |
| Executive staff of Correctional Centres and Community Corrections Offices | Work collaboratively to gain the establishment, training and ongoing communication regarding inmates and offenders with disability |
| Psychologists and Managers, OS&P, Case Management staff and Community Corrections staff | Exchange information concerning case management, assessment requirements and conduct training needs analysis |
| **External** |  |
| Broader department of Community & Justice Cluster including Juvenile Justice and FACS | Regarding transfer of information and coordination of initiatives on disability issues |
| Non- Government Organisations  | Maintain knowledge and understanding of service models in line with CSNSW through care strategies and NDIS services. |

# Role dimensions

## Decision making

* The role sets own work priorities and scheduling of tasks undertaken in consultation with State-wide Manager Specific Needs
* The role holder provides disability related input to the case management process as required in consultation with relevant staff of State-wide Disability Services and other areas of CSNSW

## Reporting line

## The role reports to State-wide Manager Specific Needs

## Direct reports

## Nil

## Budget/Expenditure

Works within allocated budget held by State-wide Manager Specific Needs

# Essential requirements

* Tertiary qualifications in a relevant discipline e.g. psychology, special education, social science or equivalent extensive experience in service provision for people with specific needs.
* Certificate IV in Workplace Training and Assessment with experience and competencies to develop and deliver training packages in relation to offenders with specific needs.
* Understanding of issues related to a range of disabilities (cognitive, sensory and physical) and mental health, with a clear knowledge of current disability related legislation and the Disability Strategic Plan.
* Knowledge and understanding of National Disability Insurance Scheme (NDIS)
* Current drivers licence and willingness to travel throughout NSW

# Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <https://www.psc.nsw.gov.au/workforce-management/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** |
|  | **Display Resilience and Courage** | **Intermediate** |
|  | Act with Integrity | Intermediate |
|  | Manage Self | Adept |
|  | **Value Diversity** | **Adept** |
|  | **Communicate Effectively** | **Adept** |
|  | Commit to Customer Service | Adept |
|  | Work Collaboratively | Adept |
|  | **Influence and Negotiate** | **Adept** |
|  | Deliver Results | Intermediate |
|  | Plan and Prioritise | Intermediate |
|  | **Think and Solve Problems** | **Adept** |
|  | Demonstrate Accountability | Intermediate |
|  | Finance | Foundational |
|  | **Technology** | **Intermediate** |
|  | Procurement and Contract Management | Foundational |
|  | Project Management | Intermediate |
|  | Manage and Develop People | N/A |
|  | Inspire Direction and Purpose | N/A |
|  | Optimise Business Outcomes | N/A |
|  | Manage Reform and Change | N/A |

## 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 |
| --- |
| **Group and Capability** | **Level** | **Behavioural Indicators** |
| **Personal Attributes**Display Resilience and Courage | Intermediate | Be flexible and adaptable and respond quickly when situations changeOffer own opinion and raise challenging issuesListen when ideas are challenged and respond in a reasonable wayWork through challenges* Stay calm and focused in the face of challenging situations
 |
| **Personal Attributes**Value Diversity | Adept | Seek to promote the value of diversity for the organisationRecognise and adapt to individual differences and working styles * Support initiatives that create an environment in which diversity is valued
 |
| **Relationships**CommunicateEffectively | Adept | Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groupsMonitor own and others' non-verbal cues and adapt where necessaryCreate opportunities for others to be heardActively listen to others and clarify own understanding* Write fluently in a range of styles and formats
 |
| **Relationships**Influence andNegotiate | Adept | Negotiate from an informed and credible positionLead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensusRecognise and explain the need for compromiseInfluence others with a fair and considered approach and sound argumentsShow sensitivity and understanding in resolving conflicts and differencesManage challenging relations with internal and external stakeholders* Pre-empt and minimise conflict
 |
| **Results**Think and Solve Problems | Adept | Research and analyse information, identify interrelationships and make recommendations based on relevant evidenceAnticipate, 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
 |
| **Business Enablers**Technology | Intermediate | Apply computer applications that enable performance of more complex tasksApply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systemsUnderstand 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
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