# Role description essentials

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| --- | --- |
| **Cluster/Agency** | Family and Community Services (FACS) |
| **Division/Branch/Unit** | Clusters / Districts / Community Service Centres |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Kind of Employment** | TBC |
| **ANZSCO Code** | TBC |
| **Role Number** | TBC |
| **PCAT Code** | TBC |
| **Date of Approval** | TBC |
| **Agency Website** | www.facs.nsw.gov.au |

# Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

# Primary purpose of the role

Supervise a team in the provision of efficient, effective frontline, administrative and site management services and support to ensure client focused, consistent high quality service delivery across FACS Community Service Centres (CSC).

## Key accountabilities

* Supervise a team in the provision of administrative and clerical support and services to CSC management, casework teams and other professional staff in an efficient and effective manner to enable provision of client focused quality case management services.
* Implement effective, efficient administrative systems, including regular review, that integrate and comply with broader FACS and CSC systems, policies and procedures and enable consistent high quality service delivery across Community Service Centres.
* Implement FACS wide administrative policies and procedures, into local application to ensure particular CSC operational and client sensitivity requirements are met.
* Manage corporate data systems and CSC records, ensuring accuracy and relevance of data and information recorded to ensure compliance with CSC, Agency and legislative requirements.
* Manage and undertake frontline counter and switchboard duties, including develop and implement a roster of staff trained in handling complex and sensitive issues and information, to support the delivery of timely and appropriate CSC services to clients.
* Organise and oversee the provision of building and equipment maintenance services, including security, safety and accommodation requirements to safe, smooth operation of the CSC.
* Provide relevant and accurate business data and information sought by the senior managers and other key stakeholders to inform current and future business decision making.
* Manage the administrative team, including work allocation, performance management and professional development, to align resources and enable delivery of CSC priorities.

## Key challenges

* Managing a team that caters for both frontline support needs and core business functions in a particular high pressure environment with multiple stakeholders, competing priorities and firm deadlines.
* Ensuring administrative systems are developed that meet specific CSC needs whilst remaining integrated and compliant with Cluster and/or broader FACS mandated systems.
* Managing administrative staff potentially exposed to sensitive information and/or activities efficiently and effectively across the complexities of a large, busy site and/or the geographical distance of one or more remote sites.

## Key relationships

### Internal relationships

| Who you’ll work with | Why |
| --- | --- |
| Line Manager | * Report directly to Line manager
* Seek direction, advice and support
* Provide information and feedback.
* Provide timely, accurate information and strategic advice
* Escalate issues as appropriate
 |
| Team members | * Provide information and advice
* Coordinate work allocation
* Provide support, supervision and feedback on work performance
* Provide an effective and valuable two way liaison
 |
| Other FACS Clusters / Divisions | * Liaise to ensure the provision of timely and accurate advice when requested
* Develop and maintain effective working relationships
* Negotiate/agree on timeframes
* Set up appointments, meetings
* Provide advice and correspondence where appropriate
 |

### External relationships

|  |  |
| --- | --- |
| **Who you’ll work with** | **Why** |
| Other Government Departments, Agencies and Non-government Organisations  | * Respond to queries, when possible, or redirect to the relevant business area for view and resolution
* Manage the flow of information, seek clarification and provide advice and response to ensure prompt resolution of issues
 |
| Clients/Customers | * Respond to queries where possible, or redirect relevant party for view and resolution
* Contribute to client-focused approach to service provision
 |

# Role dimensions

## Decision making

## The role:

* Works with some supervision to set priorities of own and team workload in alignment with management.
* With some management guidance develops a suitable approach in managing own and team workload and provision of advice and input team planning and projects.
* Responsible for determining own and team actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own and team workload.
* Ensures a course of action is suitable and based on sound evidence, as required to management or senior staff in the absence of complete information or where expert advice is required.

Refer to the FACS Delegations for specific financial and/or administrative delegations for this role.

## Reporting line

Manager Client Services

## Direct reports

Senior Customer Service Officer 3 / 4

Customer Service Officer 1 / 2

## Budget/Expenditure

Nil.

# Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012.
* FACS will also review its own records, including Helpline reports and personnel records

# 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/sector-support/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** |
| --- | --- | --- |
| Icon of a person representing personal attributes | **Display Resilience and Courage** | **Intermediate** |
| **Act with Integrity**  | **Intermediate** |
| Manage Self | Intermediate |
| Value Diversity | Foundational |
| Icon of two people representing relationships | **Communicate Effectively** | **Intermediate** |
| **Commit to Customer Service** | **Adept** |
| Work Collaboratively | Intermediate |
| Influence and Negotiate | Foundational |
| Icon of a ticked box representing results | Deliver Results | Intermediate |
| Plan and Prioritise | Foundational |
| **Think and Solve Problems** | **Intermediate** |
| Demonstrate Accountability | Intermediate |
| Icon of cogs representing business enablers | Finance | Foundational |
| **Technology** | **Intermediate** |
| Procurement and Contract Management | Foundational |
| Project Management | Foundational |
| Icon of a group representing people management | **Manage and Develop People** | **Foundational** |
| Inspire Direction and Purpose | Foundational |
| Optimise Business Outcomes | Foundational |
| Manage Reform and Change | Foundational |

## 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

### Personal Attributes

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Display Resilience and Courage | Intermediate | * 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
 |
| Act with Integrity | Intermediate | Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest |

### Relationships

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Communicate Effectively | Intermediate | * Focus on key points and speak in ‘Plain English’
* Clearly explain and present ideas and arguments
* Listen to others when they are speaking and ask appropriate, respectful questions
* Monitor own and others’ non-verbal cues and adapt where necessary
* Prepare written material that is well structured and easy to follow by the intended audience
* Communicate routine technical information clearly
 |
| Commit to Customer Service | Adept | * 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
 |

### Results

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Think and Solve Problems | Intermediate | Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit |

### Business Enablers

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| 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 policiesSupport the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |

### People Management

| **Capability Name** | **Level** | **Behavioural Indicators** |
| --- | --- | --- |
| Manage and Develop People | Foundational | * Clarify work required, expected behaviours and outputs
* Contribute to developing team capability and recognise potential in people
* Give support and regular constructive feedback that is linked to development needs
* Identify appropriate learning opportunities for team members
* Recognise performance issues that need to be addressed and seek appropriate advice
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