




Aboriginal Community Liaison Officer – Focus 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
<div> Personal Attributes</div>	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• Be willing to develop and apply new skills• Show commitment to completing assigned work activities• Look for opportunities to learn and develop• Reflect on feedback from colleagues and stakeholders	Foundational
<div> Relationships</div>	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
<div> Results</div>	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none">• Seek and apply specialist advice when required• Complete work tasks within set budgets, timeframes and standards• Take the initiative to progress and deliver own work and that of the team or unit• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals• Identify any barriers to achieving results and resolve these where possible• Proactively change or adjust plans when needed	Intermediate
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none">• Plan and coordinate allocated activities• Re-prioritise own work activities on a regular basis to achieve set goals	Foundational



Technology

Understand and use available technologies to maximise efficiencies and effectiveness

- Contribute to the development of team work plans and goal setting
- Understand team objectives and how own work relates to achieving these
- Display familiarity and confidence when applying Foundational technology used in role
- Comply with records, communication and document control policies
- Comply with policies on the acceptable use of technology, including cyber security

Project Management

Understand and apply effective planning, coordination and control methods

- Understand project goals, steps to be undertaken and expected outcomes
- Plan and deliver tasks in line with agreed project milestones and timeframes
- Check progress against agreed milestones and timeframes, and seek help to overcome barriers
- Participate in planning and provide feedback on progress and potential improvements to project processes

Foundational
