|  |  |
| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Anti-Discrimination NSW |
| **Location** | Parramatta |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | TBA |
| **ANZSCO Code** | 249111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 30 August 2019 | **Ref: ADB 0023** |
| **Agency Website** | www.justice.nsw.gov.au |

# Primary purpose of the role

# Design, deliver and promote a range of training and education programs aimed at ensuring that employers and service providers across all sectors are able to implement best practice anti-discrimination policies and procedures.

Consult and collaborate with organisations and individuals working with the community and workplaces to ensure that the Anti-Discrimination NSW community engagement programs are aligned to resolve key issues and concerns.

# Key accountabilities

# Develop, deliver, evaluate and promote a range of contemporary, innovative and flexible education and community engagement programs for clients across all sectors (private, public and community) in NSW.

* Develop effective community, government and industry networks to enhance the effectiveness of training and programs, and to ensure the Board is well-informed of key issues and concerns to effectively fulfil its legislative purpose.
* Negotiate the appropriate fees, within agreed parameters, for the provision of any particular service.
* Prepare and present papers and speeches, as required, at conferences.
* Write plain English, practical articles for the Board’s newsletter Equal Time and social media. Provide comment on or draft new or revised publications aimed at clients of the Anti-Discrimination NSW.
* Work within the agreed budget in terms of program expenses such as venue, catering and travel.
* Participate in outreach and community events as required
* Contribute to other Community Engagement Services and Board-wide planning and policy initiatives

# Key challenges

# Promoting the benefits of equal employment opportunity and anti-discrimination principles and practice to people of NSW

# Successfully communicating with, networking and negotiating with and provide training to a diverse community of clients

# Refining and promoting all the Board’s programs and products to assist with the prevention of discrimination and achieve equal opportunity among clients

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager Community Engagement  | For day to day advice and guidance To seek advice regarding difficult enquiries and complex issues |
| President, Senior Manager Operations | For advice and guidance |
| Team members, client support staff and referral and support staff | Communicate routine, day to day issues, seek information, give information, for advice and guidance on process and procedures, relay messages, request file retrievals, call referrals |
| Clients | Provide information and obtain informationProvide basic instructions |
| **External** |  |
| Client service providers, other public sector agencies / departments, Private Sector, Community | Provide information and obtain information |

# Role dimensions

## Decision making

Within the parameters of Anti-Discrimination NSW and Community Engagement Branch plans and procedures, financial targets, and of their individual work plan agreed with the Manager, Community Engagement and the Senior Manager Operations, the Community Engagement Officer makes all decisions related to their own work.

Major changes in program delivering must be approved by Management.

## Reporting line

## The role reports to the Manager Community Engagement

## Direct reports

## Nil

## Budget/Expenditure

# Nil

# Essential requirements

* Tertiary qualifications in Adult Education, community engagement or similar or equivalent experience.
* Current drivers licence and willingness to travel

# 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** | **Adept** |
|  | Act with Integrity | Adept |
|  | Manage Self | Adept |
|  | Value Diversity | Adept |
|  | **Communicate Effectively** | **Adept** |
|  | **Commit to Customer Service** | **Adept** |
|  | Work Collaboratively | Adept |
|  | Influence and Negotiate | Intermediate |
|  | 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 | Adept | * Be flexible, show initiative and respond quickly when situations change
* Give frank and honest feedback/advice
* Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively
* Raise and work through challenging issues and seek alternatives
* Keep control of own emotions and stay calm under pressure and in challenging situations
 |
| **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 understandingWrite fluently in a range of styles and formats |
| **Relationships**Commit to Customer Service | Adept | Take responsibility for delivering high quality customer-focused servicesUnderstand customer perspectives and ensure responsiveness to their needsIdentify 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**Think and Solve Problems | Adept | * 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
 |
| **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 policiesSupport the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |