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| --- | --- | --- |
| **Cluster** | Stronger Communities | |
| **Department** | Department of Communities and Justice | |
| **Division/Branch/Unit** | Victims Services | |
| **Location** | Parramatta | |
| **Classification/Grade/Band** | Clerk Grade 3-4 | |
| **Role Number** | 50004262 | |
| **ANZSCO Code** | 541112 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 1 February 2018 (VS 0042) | **Ref: VS 0043** |
| **Agency Website** | www.dcj.nsw.gov.au | |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

# Primary purpose of the role

# This role plays a critical role in providing the first point of contact for victims of crime with Victims Services. Responding to inbound calls, they are responsible for providing a high level of service and support through the provision of information, advice and referrals directly to victims.

# Key accountabilities

The position holder is required to act with professionalism, objectivity and integrity to:

* Work in a trauma informed way to ensure that the needs of the client are holistically addressed
* Answer highly sensitive calls directly from traumatised victims of crime
* Deliver a high level of client service and support for victims of crime and ensure a timely service that exceeds client expectation in an inbound call environment
* Take ownership for the client experience, providing first contact information and referrals to other services where necessary
* Work collaboratively across Victims Services to ensure the effective delivery of the Victims Support Scheme, and to identify and respond to opportunities to improve our policies, procedures and practices
* Achieve and exceed all key performance indicators and performance targets
* Be aware of and comply with all relevant legislations and regulatory framework

# Key challenges

* Providing high level support for often vulnerable clients, through on-going commitment to client satisfaction and timely service delivery in a high volume work environment whilst ensuring the administrative requirements of the Victims Support Scheme are met.
* Maintaining a good knowledge of the range of services that Victims Services provides and relevant policies and procedures in an environment subject to ongoing reform and change
* Maintaining your wellbeing in an environment that exposes staff to information that is sensitive and often confronting

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Coach, guide and mentor to develop capabilities and improve performance * Escalate issues, keep informed, receive advice and share information, take direction * Day to day advice and guidance. Discuss difficult issues and clients * Clarify service standards, priorities and expectations, report on KPI’s and performance targets * Performance, development, training and wellbeing |
| Peers and team members | * Provide and receive guidance and expert advice, responsive to escalations * Share knowledge and experiences * Participate in meetings, obtain team perspective and share information * Role model best practice and recommend improvements * Collaborate and contribute to harmonious workplace |
| **External** |  |
| Stakeholders | * Provide expert advice, difficult interactions, monitor provision of service * Provide and gather information * Communicate needs, manage expectations and resolve issues * Establish networks and collaborate cross agency |

# Role dimensions

## Decision making

* Provide advice/guidance to internal/external stakeholders based on approved knowledge management systems and training
* Determine the extent and nature of information to be collected to ensure sufficient information is available to progress applications for victims support
* Complete an assessment of eligibility and client needs in accordance with established guidelines to determine appropriate priorities and referrals

## Reporting line

## The role reports to the Team Leader, Client Service & Management

## Direct reports

## Nil reports

## Budget/Expenditure

## Nil

# Key knowledge and experience

Ability to work in a trauma informed way in the provision of services and support to victims of crime, in a contact centre environment.

# Essential requirements

* Aboriginal and/or Torres Strait Islander
* Business hours for Victims Services are between 8:00am and 6:00pm. The Senior Client Liaison Representative must be available to work between these times.

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

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary 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** | | | | | |
| Personal Attributes logo | | | | | | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | | | | | * Adapt existing skills to new situations * Show commitment to achieving work goals * Show awareness of own strengths and areas for growth, and develop and apply new skills * Seek feedback from colleagues and stakeholders * Stay motivated when tasks become difficult | | | | | | | Intermediate | | | | | |
| Relationships logo | | | | | | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | | | | | * Focus on key points and speak in plain English * Clearly explain and present ideas and arguments * Listen to others to gain an understanding and ask appropriate, respectful questions * Promote the use of inclusive language and assist others to adjust where necessary * Monitor own and others’ non-verbal cues and adapt where necessary * Write and prepare material that is well structured and easy to follow * Communicate routine technical information clearly | | | | | | | Intermediate | | | | | |
| Relationships logo | | | | | | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | | | | | * 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 | | | | | |
| Results logo | | | | | | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | | | | | * 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 | | | | | |
| Business Enablers logo | | | | | | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | | | | | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks * Use available technology to improve individual performance and effectiveness * Make effective use of records, information and knowledge management functions and systems * Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | | | | | | | Intermediate | | | | | |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | |
| --- | --- | --- | --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level** |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |