Role Description
Vocational Counsellor

Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	Health Safety & Wellbeing Command
Location	Surry Hills
Classification/Grade/Band	Clerk 7-8
ANZSCO Code	223111
PCAT Code	1324292
NSWPF Role Number	RD 490
Date of Approval	06/09/2024
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for *A Safer New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 18,000 police officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has four function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

We are a proud employer of a diverse range of people that reflects the community of NSW, all who are committed to building a workplace that creates a sense of belonging and inclusion for all. The work is challenging and rewarding, and our employees meet and work alongside inspirational people sharing unique experiences and perspectives, all whilst making a difference to people's lives. From frontline policing to corporate careers, roles requiring specialist expertise and leadership roles, there are over 60 different career pathways to choose from and there are jobs for all capabilities, skills, goals, and interests.

The NSWPF serves our people and the community by modelling behaviours of respect, pride and trust in all that we do. The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The NSWPF Vocational Counsellor is responsible for providing subject matter expertise to our Career Transition Unit to build internal capability, identify vocational opportunities and implement process improvements to support NSWPF employees who are undertaking a career transition after a physical or psychological injury. This role will provide expert advice and guidance regarding vocational counselling, identification of transferable skills and support services to improve the experience and outcome for these employees.

Key accountabilities

- Identify suitable and sustainable vocational options and recommend strategies to achieve realistic vocational options identified for NSWPF employees exiting the organisation for medical reasons
- Analyse and interpret the information, considering the NSWPF employees' injury/medical condition and impact of disability, biopsychosocial factors, their education, training, employment and a vocational activity history, their individual work profile, potential work environment, and any other factors affecting return to work
- Support NSWPF employees in their career transition by analysing labour market information to assist vocational decision making
- Utilise existing knowledge of vocational programs, guidelines, and indicators to optimise NSWPF employee's readiness for alternate employment
- Identify and negotiate work trial placements and other vocational programs both within NSW Government and external (private sector)
- Design and implement a learning and development plan to support the Career Transition Unit to build capability in vocational assessment and career planning.

Key challenges

- Build professional and productive relationships with stakeholders to influence, negotiate and coordinate vocational opportunities and outcomes to support business objectives in an operational environment bound by statutory and industrial frameworks
- Operate in a sensitive environment and exercise considerable tact and discretion/confidentiality.

Key relationships

Who	Why
Internal*	
Manager	- Receive guidance and provide regular updates on key projects, issues, priorities, and business objectives - Provide advice, discuss future direction and contribution to decision making - Identify emerging issues/risks and their implications and propose solutions - Escalate sensitive issues
Work Team	- Resolve issues if possible and escalate where necessary - Provide advice to enable outcomes/resolutions and negotiates to ensure compliance - Information exchange
External	

Who	Why
Clients/Customers	• Resolve issues if possible and escalate where necessary • Provide advice to enable outcomes/resolutions and negotiates to ensure compliance • Information exchange

Role dimensions

Decision making

The role is required to make decisions on a daily basis in line with relevant policies, procedures, and legislation, and provide advice and recommendations to management to inform decision making.

Reporting line

• Manager Career Transition – Inspector

Direct reports

• Nil

Budget/Expenditure

• Nil

Key knowledge and experience

• Demonstrated ability to evaluate multiple components in relation to the worker's capacity, including the worker's education, training, employment and individual work profile and other factors affecting return to work
• Experience in the provision of vocational assessment, evaluation, and counselling to assistant individuals to find and enter a field that is within their area of interest and scope of their capabilities
• Demonstrated ability to work autonomously and as part of a multi-disciplinary team.

Essential requirements

• Obtain and maintain the requisite security clearances for this position
• Full member of Australian Society of Rehabilitation Counsellors (ASORC) or Rehabilitation Counselling Association of Australasia (RCAA) OR a psychologist with general registration
• Minimum 12 months' experience delivering workplace rehabilitation services, vocational assessment, and counselling
• Willingness to travel statewide as required
• Current Driver's Licence and clear driving record (for at least the last 6 months).

Capabilities for the role

The NSW public sector 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.

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework. They are important to identifying performance required for the role and development opportunities.

The complimentary capabilities for this role are shown on the following pages with an explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Occupation specific capabilities (Focus & Complementary)

Occupation specific capabilities exist for Human Resources, Finance, Procurement, Legal and IT (SFIA) role types. They show a progressive increase in complexity and do not necessarily correspond to grades.

These can be found on the **HR Intranet > Careers and deployment > Workforce planning > Role Description Library > Related documents> Capability Framework**

Capabilities Summary

The focus capabilities in all tables below (including Occupation Specific/SFIA) are in **bold.**

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	**Adept**
	Value Diversity and Inclusion	**Intermediate**
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	**Adept**
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Intermediate
People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	**Adept**
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Personal Attributes	**Manage Self** Show drive and motivation, an ability to self-reflect and a commitment to learning	• Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation	Adept
	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	• Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs • Seek participation from others who may have different backgrounds, perspectives and needs • Be open to different perspectives and experiences in generating ideas and solving problems • Adapt well in diverse environments • Respond constructively to feedback regarding observations of bias in language or behaviour	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
	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

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate
	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict	Adept
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
People Management	**Inspire Direction and Purpose** Communicate goals, priorities and vision, and recognise achievements	• Promote a sense of purpose, and help the team to understand the strategic direction of the organisation and the needs of customers and stakeholders • Translate broad organisational strategy and goals into tangible team goals and explain the links for the team • Ensure that team objectives and outcomes lead to the implementation of government priorities and create value for customers and stakeholders • Work to remove barriers to achieving goals	Adept

NSW GOVERNMENT

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
Personal Attributes	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
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational
People Management	Manage and Develop People	Engage and motivate staff, and develop capability and potential in others	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	14.06.2018
V1.1	Transfer to new template, major amendments to Key Acc, Challenges, Ess Crit & addional of KKEs	06.09.2024

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
51302729	HS&WC						