

Role Description

Senior Program Officer

[Generic Role Description: Program Officer 9/10]

Cluster/Agency	Family and Community Services (FACS)
Division/Branch/Unit	Various
Location	TBC
Classification/Grade/Band	Clerk Grade 9/10
Kind of Employment	TBC
ANZSCO Code	511112
Role Number	TBC
PCAT Code	Varies depending on team and client
Date of Approval	TBC
Agency Website	www.facs.nsw.gov.au

This role description applies to multiple roles across FACS. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

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

Provide strategic program management services across a large-scale strategic program or a range of smaller programs which directly contribute to better outcomes for individuals, families, groups and communities.

Key accountabilities

- Design, implement and coordinate FACS programs in line with organisational objectives and project management methodologies to deliver effective business unit outcomes, and meet client service delivery needs.
- Manage contracting, tendering and capital works programs including the preparation of budget estimates and performance reporting.
- Engage and consult with stakeholders, including District staff and service delivery partners, to ensure programs align with service delivery needs and requirements while achieving desired outcomes.
- Apply a thorough understanding of internal policies, regulations and guidelines on contracting and service procurement to ensure compliance, good practice and fairness for providers and clients.
- Coordinate performance and other reporting activities ensuring internal and external service delivery partners comply with the required reporting to allow monitoring of program deliverables and consistent understanding of client outcomes.
- Provide evidence-based expert advice and reports to the business unit leader, Director and/or the Executive Director to ensure business impacts are considered.

- Liaise and work across FACS Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.
- Provide advice and support to team members in undertaking tasks and implementing program plans as required to support and facilitate effective program management and implementation.

Key challenges

- Building commitment and engaging with diverse stakeholders to ensure reform programs and initiatives include widespread consultation and encourage a cooperative approach.
- Implementing a program design focus that ensures programs are evidenced based, flexible and adaptive to changing needs, and represent the requirements of diverse client groups.

Key relationships

Who	Why
Internal	
Line Manager	<ul style="list-style-type: none"> • Report directly to Line manager • Seek direction, advice and support • Provide information and feedback
Team members	<ul style="list-style-type: none"> • Provide information and advice • Provide an effective and valuable two way liaison
Other FACS divisions	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested. • Develop and maintain effective working relationships • Negotiate/agree on timeframes
FACS Districts and Clusters	<ul style="list-style-type: none"> • Liaise to ensure consistent engagement with service delivery planning and service providers • Develop and maintain effective working relationships • Negotiate/agree on timeframes
Other Government Agencies and Local Government	<ul style="list-style-type: none"> • Liaise and collaborate as appropriate
External	
Non-government organisations	<ul style="list-style-type: none"> • Engage with service providers
Community	<ul style="list-style-type: none"> • Engage with service providers and client groups

Role dimensions

Decision making

The role:

- Carries a high level of autonomy in setting own priorities, and those of any staff/project staff supervised, in alignment with management
- Maintains a degree of independence to develop a suitable approach in managing the workload, as well as that of supervised staff, and provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects.
- Determines own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own, and any staff supervised, workload.

- Ensures recommendations are based on sound evidence, but at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to internal stakeholders across the Department as well as externally to Ministerial level.
- As necessary, consults with management on a suitable course of action in matters that are sensitive, high-risk or business-critical, or for those issues that have far reaching implications with respect to resources or quality advice provision.

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

Reporting line

See divisional structure and supplementary material.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

Tertiary qualifications in a related discipline and/or equivalent knowledge, skills and experience with demonstrated commitment to ongoing professional development.

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 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
	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Adept

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Advanced
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept

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 Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Personal Attributes Value Diversity	Adept	<ul style="list-style-type: none"> Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> 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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> 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
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration Build co-operation and overcome barriers to information sharing and communication across teams/units Share lessons learned across teams/units Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Advanced	<ul style="list-style-type: none"> Drive a culture of achievement and acknowledge input of others Investigate and create opportunities to enhance the achievement of organisational objectives Make sure others understand that on-time and on-budget results are required and how overall success is defined Control output of business unit to ensure government outcomes are achieved within budget Progress organisational priorities and ensure effective acquisition and use of resources Seek and apply the expertise of key individuals to achieve organisational outcomes
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Prepare clear project proposals and define scope and goals in measurable terms Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Prepare accurate estimates of costs and resources required for more complex projects Communicate the project strategy and its expected benefits to others Monitor the completion of project milestones against goals and initiate amendments where necessary Evaluate progress and identify improvements to inform future projects