

Role Description

Aboriginal Community Liaison Officer



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Various
Location	Various
Classification/Grade/Band	Clerk 3-4
ANZSCO Code	224912
PCAT Code	111492
NSWPF Role Number	51227728
Date of Approval	29/09/2016
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure 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 16,000 sworn 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 five 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. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

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 Aboriginal Community Liaison Office (ACLO) is responsible for providing advice and support to commands in the management of local Aboriginal issues. They assist in establishing and maintaining close personal rapport with Elders, Leaders and the members of the Aboriginal community by developing network contacts to strengthen co-operation and communication and to assist community members in their dealing with local policing issues and their contact with other statutory bodies.

Key accountabilities

- Maintain high visibility across all Aboriginal communities within NSW including local Aboriginal people within the command.

- Provide assistance and support to community groups regarding crime prevention and preventative youth programs relevant to policing in order to reduce crime and build partnerships.
- Promote the role, purpose and responsibilities of the ACLO and Aboriginal Strategic Direction to the Aboriginal and wider community.
- Provide advice to stakeholders on local Aboriginal issues and provide support to police working in and amongst the Aboriginal community.
- Assist in establishing and maintaining Aboriginal Support Groups to provide support to Aboriginal persons in custody or victims of crime.
- Encourage Aboriginal communities to work with police to address issues involving crime, violence and work together to close the gap and Aboriginal disadvantage within a policing environment.
- In conjunction with the Education Development Officer assist in the delivery of localised Aboriginal Cultural Awareness Training.

Key challenges

- Balancing police and community interests whilst balancing and clarifying competing expectations from communities and police as to the role of the ACLO.
- Addressing conflicts of interest with the Aboriginal community whilst maintaining integrity and ethical conduct and persuasively influence service delivery of policing which best meets community expectations and meets operational needs.
- Building relationships and trust within Aboriginal communities and within commands to increase awareness and understanding of the ACLO role and its benefits to the community and policing.

Key relationships

Who	Why
Internal	
Manager/Commander/ Senior Management	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions; • Provide regular updates on key issues and priorities • Submit monthly reports detailing activities and pending matters • Promote Aboriginal community engagement
Statewide Coordinator	<ul style="list-style-type: none"> • Keep informed, advise and receive instructions • Seek support and advice as necessary
Police	<ul style="list-style-type: none"> • Work collaboratively to contribute to achieving business outcomes • Participate in meetings to represent work group perspective and share information
External	
Aboriginal community members	<ul style="list-style-type: none"> • Foster and maintain positive relationships, • Facilitate rapport with the NSW Police Force • Liaise on community issues involving police • Promote active and positive engagement with local police

Role dimensions

Decision making

The role has autonomy to makes decisions regarding the prioritisation of workload and participation in projects with respect to local police issues affecting the Aboriginal community and identification and establishment of community partnerships in liaison with their commander/manager and ACLO State Coordinator.

Reporting line

This role may report to the following:

- Local Area Manager - Clerk 9-10
- State ACLO Coordinator - Clerk 9-10
- Crime Coordinator - S/Sergeant or Sergeant

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements

- Aboriginality and a sound knowledge of Aboriginal heritage and culture
- Obtain and maintain the requisite security clearances for this position.
- Current Drivers Licence (clear driving record for 6 months)

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

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	Intermediate
	Manage Self	Foundational
	Value Diversity	Intermediate
	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Personal Attributes Value Diversity	Intermediate	<ul style="list-style-type: none"> • Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints • Seek input from others who may have different perspectives and needs • Adapt well in diverse environments
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Focus on key points and speak in 'Plain English' • Clearly explain and present ideas and arguments • Listen to others when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> • Utilise facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements • Keep discussion focused on the key issues
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Project Management	Foundational	<ul style="list-style-type: none"> • Plan and deliver tasks in line with agreed schedules • Check progress against schedules, and seek help to overcome barriers • Participate in planning and provide feedback about improvements to schedules

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	29.09.2016
V1.1	Agency Overview amended and added NSWPF role number	22.09.2017