

## NSW OMBUDSMAN: ABORIGINAL PROGRAMS BRANCH

### POSITION DESCRIPTION: PROJECT OFFICER

#### Acknowledgement

*We acknowledge the traditional custodians of the land on which we work and pay our respects to all Elders past and present, and to the children of today who are the Elders of the future.*

[Artist: Jasmine Sarin, a proud Kamilaroi and Jerrinja woman.]

## Role Description

Agency	NSW Ombudsman
Role Title	Project Officer
Division/Branch/Unit	Aboriginal Programs Branch
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 7/8
Reports to	Deputy Ombudsman – Aboriginal Programs
Direct Reports	0
Senior Executive Work Level Standards:	NA
Kind of Employment	Ongoing or Temporary
ANZSCO Code	224900
PCAT Code	3991119192
Date of Approval	9 June 2023
Agency Website	<a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>

### NSW Ombudsman

The NSW Ombudsman is an independent integrity agency that holds NSW government agencies and certain non-government organisations accountable to the people of NSW. Through complaint handling, review, monitoring, investigation, advice, training and community education, we seek to improve the administration and delivery of public and community services in NSW.

### Aboriginal Programs Branch (APB)

We can offer you the opportunity to make a difference in the lives of Aboriginal and Torres Strait Islander people. You'll be immersed in diverse projects that keep you challenged every day and surrounded by teammates who share your values and dedication. You'll collaborate with a multi-functional team to engage, monitor, and contribute to positive change.

The role of the APB team includes:

- Monitoring and assessing NSW Government policies and programs such as OCHRE (Opportunity, Choice, Healing, Responsibility, Empowerment).
- Fostering system-wide change by undertaking reviews and preparing special reports.
- Supporting First Nation NSW citizens' access and engagement with services provided by the NSW Ombudsman.

### Primary purpose of the role

The Project Officer contributes to delivering the Ombudsman's responsibilities under Part 3B NSW Ombudsman Act 1974 through desktop reviews, research and monitoring, development of guidance and delivery of advice. The Project Officer provides high level policy analysis and advice to managers on emerging issues and strategies to address them.

The Project Officer provides policy analysis and advice to senior staff on emerging issues and strategies to address them.

### Key accountabilities

- Develop and implement project plans and conduct or assist with the conduct of the APB deliverables, delivery of advice and guidance, and monitoring and research projects, and contribute to the preparation of statutory and other reports arising from these initiatives.
- Undertake research and prepare submissions, correspondence, briefings and other material to support the Ombudsman and senior staff in strategic office initiatives.



- Deliver agreed deliverables on time and to the standard required. As required, exercise formal powers of the Ombudsman, evaluating the public interest in determining the action to be taken.
- Liaise with agency staff and other stakeholders, and provide advice and assistance where required.
- Assist with provision of written and verbal advice to public authorities and other relevant stakeholders about Aboriginal Programs within jurisdiction.
- Provide timely advice to senior and other relevant staff on trends, systemic issues, and results of assessment and analysis of information holdings and other relevant matters.
- As directed, monitor agency responses to and implementation of recommendations or suggestions stemming from our oversight, audits or other projects specific to APB.
- Participate in outreach programs and educational initiatives as required.

### Key challenges

- The occupant of the role is expected to take the initiative on matters within the role's area of responsibility having regard to accountability standards, business and other strategic planning, project plans, performance measures and critical risks. This requires high-level critical thinking and analysis to effectively deal with the complexity and range of decisions and actions that need to be made.
- Keeping abreast of the key issues impacting the work of the Ombudsman as well as maintaining a good understanding of current priorities and areas of focus is also a challenge. In this regard, regular advice should be provided to senior and other relevant staff in relation to significant policy developments, particularly in those areas directly relevant to the Ombudsman's jurisdiction.
- An ongoing aim of the Office is to support and promote cultural change and improve practices in agencies and organisations we oversee. The occupant of the role reviews agency systems and policies and must be able to communicate any deficiencies and make suggestions for and influence change. Establishing and maintaining professional working relationships across key agencies is crucial to facilitating systemic cultural change and sector improvements and as such will be a key focus of the role.
- Managing complex and sensitive issues and providing informed advice and solutions often within short timeframes will require the occupant of the role to balance competing interests, including those, which require weighing up the short and long-term goals of the office. From time to time, the occupant of the role may be required to make difficult decisions.
- The Project Officer must be alert to their own support needs, and access wellbeing initiatives, including external supervision sessions, the EAPS Program and informal debriefing activities.

### Key relationships

Who	Why
<b>Internal</b>	
Deputy Ombudsman Aboriginal Programs, other senior staff of the division including supervisor	Provide advice about the progress of work undertaken and other matters of interest to the office to inform decision-making and manage risks.  Contribute to the ongoing business planning and intelligence gathering in respect of the work of the division and the office more broadly.
Staff throughout the office	Develop and maintain effective working relationships with all staff. Encourage and promote a positive workplace culture.
<b>External</b>	
Key agencies	NSW Government and Aboriginal Affairs  An effective relationship with key agencies is a critical component of the role and will be integral to its success. Priority areas include facilitating systemic cultural change and sector improvement. If appropriate, meet with agencies and other parties to facilitate the gathering of information to assist the work of the division and/or to determine relevant Ombudsman action.  The role may undertake sector development activities or may participate in outreach programs and/or audits and support the delivery of community education and training to external agencies.

## Role dimensions

The role is with the Aboriginal Programs Branch. The unit sits within a branch responsible for a range of statutory functions and inquiry and monitoring responsibilities, and more broadly, projects and research to support all activities across the Ombudsman's Office.

The occupant of the role attends division, branch and team meetings and is an active participant in its deliberations.

## Decision making

Legislation, office procedures, delegations and directives guide the work of the occupant of the role. The occupant of the role acts with day-to-day independence in planning, directing and managing their work. Specifically, the occupant of the role determines priority areas for managing their workload within the parameters set by the Ombudsman and division management, the corporate plan, business plans and other policy documents.

The occupant of the role prepares correspondence and reports and can determine and communicate decisions and outcomes, exercising a high level of judgement in dealing with specific cases. Given the delegated authority assigned to this role, the occupant must have a capacity to accept responsibility and be accountable for any risk taken or decision made.

The occupant of the role may seek guidance from senior staff.

## Reporting line

The Project Officer will report directly to the Deputy Ombudsman (Aboriginal Programs).

## Direct reports

This role has no direct reports. However, the role may supervise staff assigned to specific matters or as part of a developmental program.

## Budget/Expenditure

The role does not have budgetary responsibility.

## Essential Requirements

Employment at the NSW Ombudsman is subject to the satisfactory completion of security and related vetting including, in part, a criminal records check; signed understanding and acceptance of a range of policies; two statutory declarations relating to conflicts of interest, arrests, charges, convictions and a health declaration.

The occupant of this role must be able to demonstrate:

- an understanding of the statutory functions and work of the Ombudsman;
- demonstrated experience in project management and conduct of research and inquiry focused projects;
- excellent written and verbal communication skills, including the ability to communicate well with our diverse stakeholders, and to prepare complex correspondence and reports;
- experience analysing complex matters;
- demonstrated ability to work independently and as part of a team.

To work in the Aboriginal Programs Branch, it is essential that you are 'up to date' with respect to your COVID-19 vaccination as defined and recommended by the Australian Technical Advisory Group on Immunisation (ATAGI), unless you have a medical contraindication to a COVID-19 vaccination

## Additional Information and requirements

Depending on the specific need of the Ombudsman, the occupant of this role may be required to have a current WWCC clearance issued from the Office of the Children's Guardian. As there is always the potential for exposure to distressing material, the office has in place strategies to support staff. It may be a requirement that the occupant of the role participates in the office's wellness programs.

The occupant of the role may be required to participate in outreach programs, which will require travel throughout NSW and staying overnight at regional locations and therefore a current and valid Australian motor vehicle license would be highly desirable.






Formal qualifications (such as Law, Social Science) are highly desirable, as is experience in handling complaints and/or public interest disclosures.

## 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
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Intermediate</b>
	Act with Integrity	Intermediate
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Adept</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	<b>Deliver Results</b>	<b>Intermediate</b>
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Adept</b>
 People Management	Manage and Develop People	NA
	Inspire Direction and Purpose	NA
	Optimise Business Outcomes	NA
	Manage Reform and Change	NA

## 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
<b>Personal Attributes</b> Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul>
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li>• Demonstrate a high level of personal motivation</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>• Tailor communication to the audience</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Create opportunities for others to be heard</li> <li>• Actively listen to others and clarify own understanding</li> <li>• Write fluently in a range of styles and formats</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Support a culture of quality customer service in the organisation</li> <li>• Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>• Identify and respond quickly to customer needs</li> <li>• Consider customer service requirements and develop solutions to meet needs</li> <li>• Resolve complex customer issues and needs</li> <li>• Cooperate across work areas to improve outcomes for customers</li> </ul>

<b>Results</b> Deliver Results	Intermediate	<ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>
<b>Results</b> Think and Solve Problems	Adept	<ul style="list-style-type: none"> <li>• Research and analyse information, identify interrelationships and make recommendations based on relevant evidence</li> <li>• Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option</li> <li>• Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness</li> <li>• Identify and share business process improvements to enhance effectiveness</li> </ul>
<b>Business Enablers</b> Project Management	Adept	<ul style="list-style-type: none"> <li>• Prepare clear project proposals and define scope and goals in measurable terms</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements</li> <li>• Prepare accurate estimates of costs and resources required for more complex projects</li> <li>• Communicate the project strategy and its expected benefits to others</li> <li>• Monitor the completion of project milestones against goals and initiate amendments where necessary</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>