

# Role Description

## Hatchery Attendant / Guide

Cluster	Regional NSW
Agency	Department of Primary Industries
Division/Branch/Unit	DPI Fisheries/Recreational and Aboriginal Fisheries
Location	Jindabyne and Ebor
Classification/Grade/Band	Fisheries Technician Grade 1
Role Family	Adapted/Science Technician/Support
ANZSCO Code	841111
PCAT Code	1119192
Date of Approval	4 June 2018 (updated July 2019 and August 2020)
Agency Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

The NSW Department of Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

DPI Fisheries, a Branch of NSW DPI, is responsible for administration of the *Fisheries Management Act 1994* and the *Marine Estate Management Act 2014*. The primary objective of the Fisheries branch is to deliver on expectations relating to both economic growth and careful stewardship of our aquatic resources. The Branch leads NSW fisheries and aquaculture industry management, development and conservation through research, policy and regulatory compliance to foster sustainable and economically viable commercial, recreational and aboriginal fishing and aquaculture sectors. The Branch manages the protection of key fish habitats and marine biodiversity, threatened species, oversees fish stock conservation.

### Primary purpose of the role

Assist in the general operation of the Government trout hatchery, salmonid fish production and stocking programs and undertake guided tours of the hatchery facility for members of the public.

### Key accountabilities

- Undertake fish breeding including maintaining fish ova, fry and fingerlings, maintaining hatchery records such as batch and pond books, implementing fish genetic and disease control procedures and transporting and stocking fish.

- Maintain hatchery plant and equipment including ponds, tanks, pumps and filtration systems, hatchery grounds, operational and servicing records and complete minor repairs to mechanical equipment.
- Work as part of a multi-disciplinary, build and maintain quality relationships with stakeholders, provide quality guided educational tours for visitors to the hatchery.

## Key challenges

- Assisting with hatchery production and stocking programs.
- Maintaining hatchery and mechanical equipment.
- Working as part of a multi disciplinary team and successfully providing guided tours for members of the public.

## Key relationships

Who	Why
<b>Internal</b>	
Hatchery Manager and Assistant Hatchery Manager	<ul style="list-style-type: none"> <li>• Seek advice, guidance and direction for operational requirements.</li> <li>• Provide input, advice and information to contribute to the team's work</li> </ul>
Team members	<ul style="list-style-type: none"> <li>• Share ideas, keep abreast with issues and provide updates in order to foster cooperative working relationships</li> </ul>
<b>External</b>	
Vendors and contractors	<ul style="list-style-type: none"> <li>• Order and/or supervise delivery of services</li> </ul>
Angling groups and acclimatisation society members	<ul style="list-style-type: none"> <li>• Fish production, co-ordinating fish allocations and stocking events</li> </ul>

## Role dimensions

### Decision making

- The role provides support to hatchery staff in all aspects of fish production and the efficient functioning of the hatchery.
- The occupant will be required to make careful, independent judgments about how to respond to issues arising at the hatchery and/or in the delivery and/or stocking of fish.
- The occupant will have some level of autonomy in completing hatchery activities including conducting public guided tours / education programs. The Hatchery Manager and Assistant Hatchery Manager will be consulted if guidance is required.

### Reporting line

Reports to the Assistant Hatchery Manager and Hatchery Manager

### Direct reports

Nil

### Budget/Expenditure

Nil

## Key knowledge and experience

- Experience in salmonid hatchery production and fish stocking.
- Experience in the maintenance and operation of water reticulation systems and small machinery.
- Ability and willingness to work collaboratively under a variety of hydrological and climatic conditions.

## Essential requirements

- Current NSW Class C Drivers Licence.

## 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.





FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Represent the organisation in an honest, ethical and professional way</li><li>• Support a culture of integrity and professionalism</li><li>• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct</li><li>• Recognise and report misconduct and illegal and inappropriate behaviour</li><li>• Report and manage apparent conflicts of interest and encourage others to do so</li></ul>	Intermediate
 Relationships	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"><li>• Focus on providing a positive customer experience</li><li>• Support a customer-focused culture in the organisation</li><li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li><li>• Identify and respond quickly to customer needs</li><li>• Consider customer service requirements and develop solutions to meet needs</li></ul>	Intermediate

		<ul style="list-style-type: none"> <li>• Resolve complex customer issues and needs</li> <li>• Cooperate across work areas to improve outcomes for customers</li> </ul>	
	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Take responsibility for own actions</li> <li>• Be aware of delegations and act within authority levels</li> <li>• Be aware of team goals and their impact on work tasks</li> <li>• Follow safe work practices and take reasonable care of own and others' health and safety</li> <li>• Escalate issues when these are identified</li> <li>• Follow government and organisational record-keeping requirements</li> </ul>	Foundational
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Plan and deliver tasks in line with agreed project milestones and timeframes</li> <li>• Check progress against agreed milestones and timeframes, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback on progress and potential improvements to project processes</li> </ul>	Foundational

## 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 are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 <b>Personal Attributes</b>	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 <b>Relationships</b>	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 <b>Results</b>	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 <b>Business Enablers</b>	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