Role Description
Family Support Coordinator

Cluster	Stronger Communities
Agency	NSW Police Force
Command/Business Unit	People and Capability Command, Workforce Safety
Location	Various
Classification/Grade/Band	Clerk 5/6
ANZSCO Code	411713
PCAT Code	1228545
NSWPF Role Number	RD 658
Date of Approval	02/08/2019
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 prevent, disrupt and respond to crime.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 17,000 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 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.

The NSW Police Force is a proud employer of a diverse range of people. This includes, but is not limited to, people who identify as Aboriginal or Torres Strait Islander, LGBTIQ, people with disability, people who come from a variety of cultural, religious or ethnic backgrounds, and workers of all ages. The NSWPF is committed to reflecting the diverse community we serve and creating an inclusive and respectful workplace for all employees, where difference is embraced, contributions are valued, and everyone has a sense of connection and belonging. This enables the growth and development of a talented and diverse workforce across the state, in a wide range of roles, at all levels.

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 Family Support Coordinator (FSC) provides a short-term information, advice and referral service, for NSWPF employees and their immediate family members. The Family Support Coordinator works in partnership and collaboration with internal and external support services and provide options, build resiliency, improve social connections, and enhance family coping skills.

The Family Support Coordinator is also responsible for building capability in commands to drive family engagement through Family Connect days, access to resources and may provide support to commands after potentially traumatic events, natural disasters or other incidents as deemed appropriate.

Key accountabilities

- Contact all families or employees referred within 24 hours of referral (where appropriate) and process referrals or actions within required timeframes to ensure timely service delivery
- During discussions, establish the needs of the family members and provide professional and informed information, options and referrals to assist them to meet their needs
- Ensure the accurate management, recording, and reporting of client information in compliance with legislation, police, and internal/external requirements
- Develop and deliver training/education programs to NSWPF employees as required, including presentations about the Family Support Coordinator role, and information about general wellbeing strategies
- Develop and implement comprehensive policy, procedures, assist with marketing and early intervention strategies to support the role and services within the family support function.
- Develop and build relationship with other agencies, community stakeholders, internal and external customers to support, build the program and seek opportunities to work collaboratively where possible.

Key challenges

- Operating in a sensitive environment with a need to exercise considerable tact, discretion and confidentiality
- An awareness and ability to respond appropriately to potential ethical issues including, domestic violence, child protection, family separation and compliance with reporting requirements under 211F of the Police Act 1990 No 47.
- Managing time, setting expectations and being able to prioritise the provision of services, whilst balancing multiple work demands from various stakeholders

Key relationships

Who	Why
Internal*	
Manager	- Receive guidance and feedback - Provide regular updates on key family support initiatives, objectives, issues and priorities - Provide advice and contribute to decision making - Alert to high risk or highly sensitive matters
Commanders	- Assist commands in running FAMILYConnect events - Important referral source - Work collaboratively to achieve outcomes for families - Information exchange

Who	Why
Injury Management	• Important referral source • Work collaboratively to achieve outcomes for families • Information exchange
Police Psychology	• Important referral source • Work collaboratively to achieve outcomes for families • Information exchange
External	
Families/clients	• Provide information, advice and referral for presenting concerns • Consult and work in partnership to achieve outcomes • Solve issues where possible and escalate or refer where necessary
Police Association	• Important referral source for further support options for families • Work collaboratively to achieve outcomes for families
Police Legacy	• Important referral source for families • Work collaboratively to achieve outcomes for families

Role dimensions

Decision making

This role has autonomy to make decisions around time management and the priority of tasks that are required to achieve services and deadlines. The role informs families of available support services and is required to display a high level of professionalism and problem-solving skills.

Reporting line

• Wellbeing Services Coordinator – Clerk 7/8

Direct reports

• Nil

Budget/Expenditure

• Nil

Key knowledge and experience

• Demonstrated industry experience in the family or community support sector.
• Ability to professionally deliver education and training packages in relation to the Family Support Role.
• Ability to demonstrate empathy and provide non-judgemental support.

Essential requirements

• Obtain and maintain the requisite security clearances for this position.
• Relevant tertiary qualifications (e.g. Social Work, Community Welfare, Counselling) and/or demonstrated industry experience
• Current NSW Drivers Licence with a good clear driving record and prepared to travel occasionally throughout NSW.

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	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult	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	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community	Adept

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
Results	**Plan and Prioritise** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies Comply with policies on the acceptable use of technology, including cyber security	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**
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	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
	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

Version Control		
Version	**Summary of Changes**	**Date**
V1.0	Position Description translated into Role Description template	08.07.2019
V1.1	Change Families of ill/injured & Other employees to all family members, Update agency overview, cluster	21.05.2020
V1.2	Update into NEW Template, restructure minor amendments, SAP details added	19.07.2023

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region
51192445	WFS	51298063	WFS				