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| **Cluster** | Regional NSW |
| **Agency** | Department of Regional NSW |
| **Division/Branch/Unit** | DPI/Biosecurity and Food Safety/EMAI |
| **Location** | Menangle |
| **Classification/Grade/Band** | Professional Officer Grade 1 – 4 |
| **Role Family** (internal use only) | Bespoke/ Science and Engineering/ Deliver |
| **ANZSCO Code** | 234711 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | October 2021 (updated from February 2020; and September 2018) |
| **Agency Website** | www.dpi.nsw.gov.au |

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.

Within NSW DPI, the Biosecurity & Food Safety Division is responsible for effective management and risk minimisation of biosecurity threats to NSW as well as the through-chain regulation of food safety. It delivers a risk based approach to policy and compliance, and provides regional engagement and coordination in response to emergency incidents and natural disasters impacting primary industries and the food sector.

Primary purpose of the role

This position supports the biosecurity, diagnostic, research and contract pathology services of veterinary pathology within the Elizabeth Macarthur Agricultural Institute. It functions as part of a front line diagnostic laboratory that supports biosecurity across NSW and services private and government veterinarians within NSW and interstate. Daily case management is required to ensure delivery of efficient, timely and quality assured laboratory based testing for terrestrial and aquatic animal diseases.

# Key accountabilities

* Contribute to an efficient and effective diagnostic service within Pathology Services through test assignment, result interpretation and reporting within agreed time frames and ensure that the laboratory meets accreditation standards and relevant regulatory compliance
* Ensure that the laboratory maintains a high level of customer service, working closely with private and government veterinarians and clients to consistently understand and meet their needs
* Maintain and develop a sound knowledge of terrestrial and aquatic animal diseases to ensure that decisions made and activities undertaken meet professional expectations
* Provide support to laboratory staff to ensure a coordinated laboratory service across EMAI.
* Contribute to effective liaison across EMAI and Biosecurity Operations division on veterinary diagnostic issues
* Comply with work standards for Pathologists according to the level of appointment in the Professional Officer Progression Criteria (1-4) scale in the Crown Employees (NSW Department of Industry) Professional Officers Award

Key challenges

* Ensure ongoing diagnostic capabilities meet the testing requirements for veterinarians within NSW
* Maintain and develop a broad pathology knowledge and understanding of disease investigation to provide informed response to unique diagnostic situations across a diverse knowledge base
* Manage multiple stakeholders from various parts of the organisation and industry ensuring diagnostic and regulatory requirements are addressed appropriately

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Team Leader Pathology Services | * Provide professional and technical feedback on diagnostic services * Assist with operational and diagnostic responses * Discuss work allocated, providing updates on key issues and progress. * Escalate issues as appropriate. |
| Professional and Technical staff | * Contribute to the coordination and allocation of cases and communicate diagnostic priorities to meet the diagnostic needs * Provide professional support for diagnostic testing * Inform and allocate case material as appropriate to ensure a holistic understanding and a coordinated delivery of the diagnostic service |
| **External** |  |
| LLS, DPI and private veterinarians and other clients | * To identify needs for improved diagnostic support through liaison with veterinary practitioners |

# Role dimensions

## Decision making

This role:

* Provides accurate laboratory reports that meet the agreed requirements of quality, deliverables and outcomes;
* Refers to a supervisor any decisions that require significant deviation from project outcomes or timeframes, are likely to escalate or create substantial or contentious precedent, require a higher administrative or financial delegation to a higher level of management.

## Reporting line

This role reports to the Team Leader Pathology Services

## Direct reports

None

Key knowledge and experience

* Veterinary pathology experience or production animal clinical experience

Essential requirements

* Degree in Veterinary Science (BVSc) or equivalent
* Eligible for registration with the Veterinary Practitioners Board in Australia
* Current NSW Drivers Licence and the ability and willingness to travel

Note: for appointment to PO3 or PO4 formal veterinary pathology qualifications such as Membership of the Australian and New Zealand College of Veterinary Scientists, Pathobiology Chapter or equivalent or a Research Higher Degree is required.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | Represent the organisation in an honest, ethical and professional way and encourage others to do so  Act professionally and support a culture of integrity  Identify and explain ethical issues and set an example for others to follow  Ensure that others are aware of and understand the legislation and policy framework within which they operate  Act to prevent and report misconduct and illegal and inappropriate behaviour | Adept |
| **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Act as a professional role model for colleagues, set high personal goals and take pride in their achievement  Actively seek, reflect and act on feedback on own performance  Translate negative feedback into an opportunity to improve  Take the initiative and act in a decisive way  Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation | Advanced |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Focus on key points and speak in plain English  Clearly explain and present ideas and arguments  Listen to others to gain an understanding and ask appropriate, respectful questions  Promote the use of inclusive language and assist others to adjust where necessary  Monitor own and others’ non-verbal cues and adapt where necessary  Write and prepare material that is well structured and easy to follow  Communicate routine technical information clearly | Intermediate |
| **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | 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 |
| **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | | Be proactive in taking responsibility and being accountable for own actions  Understand delegations and act within authority levels  Identify and follow safe work practices, and be vigilant about own and others’ application of these practices  Be aware of risks and act on or escalate risks, as appropriate  Use financial and other resources responsibly | Intermediate |
|  | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | | Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks  Use available technology to improve individual performance and effectiveness  Make effective use of records, information and knowledge management functions and systems  Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |

# 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** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Work Collaboratively | | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
|  | Deliver Results | | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
|  | 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 | Intermediate |
| Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |