

# Role Description

## Assessment Officer



<b>Cluster</b>	Education
<b>Agency</b>	NSW Department of Education
<b>Division/Branch/Unit</b>	School Performance North   Student Support and Specialist Programs   Child Wellbeing Unit
<b>Role number</b>	Parramatta
<b>Classification/Grade/Band</b>	Clerk Grade 7/8
<b>ANZSCO Code</b>	224999
<b>PCAT Code</b>	1119192
<b>Date of Approval</b>	May 2021
<b>Agency Website</b>	<a href="http://www.dec.nsw.gov.au">www.dec.nsw.gov.au</a>

### Agency overview

The NSW Department of Education serves the community by providing world-class education for students of all ages.

We ensure young children get the best start in life by supporting and regulating the early childhood education sector. We are the largest provider of public education in Australia with responsibility for delivering high-quality public education to two-thirds of the NSW student population. We are committed to fostering vibrant, sustainable and high-performing vocational and higher education sectors.

We are responsible for enacting NSW Government policy, driving improvement in education, and overseeing policy, funding and compliance issues relating to non-government schools. We respect and value Aboriginal and Torres Strait Islander people as First Peoples of Australia.

### Child Wellbeing and Mental Health Services

The Child Wellbeing and Mental Health Services focus on the delivery of student support services including support for student in the areas of disability, mental health and wellbeing, complex needs, as well as behavior and attendance.

The key outcomes/products of the CW&MHS are: closer alignment and coordination of psychological and child Protection services delivered to schools, improved response to emerging and urgent needs with local

solutions, developed in collaboration with local wellbeing teams and identification and understanding of best practice approaches to services delivery.

## Primary purpose of the role

This position undertakes assessments and provides advice, support and education concerning contacts made to the Child Wellbeing Unit and identifying potential responses by Department of Education and/or other organisations to children or young people at risk of harm. This role works within an inbound contact centre and it functions on a roster basis to ensure the contact centre is adequately staffed during its operational hours. The Child Wellbeing Unit hours of operation are from 8:30am to 5:30pm Monday to Friday.

## Key accountabilities

- Receiving reports of students at risk of harm from mandatory reporters, via telephone and eReports, and maintaining accurate records by entering appropriate and relevant information into the Child Wellbeing Unit's (CWU) electronic client system in a timely manner, including completing any data remediation required.
- Gathering information, undertaking assessments and providing consistent and high quality advice, guidance and information to mandatory reporters with regard to students at risk of harm ensuring that the Department of Education complies with legislative and policy obligations in the area of child protection.
- Identifying and providing advice to mandatory reporters concerning response options for students and/or their families who are at risk of harm or in need of assistance.
- Providing advice to mandatory reporters and CWU staff regarding cultural and child protection issues and also appropriate referral pathways for Aboriginal students and their families.
- Contributing to the development and delivery of training concerning child protection, in particular child protection practice, policy, systems and procedures within the Department, when required.
- Providing timely and accurate advice to CWU management on emergent issues including systemic, complex or critical issues.

Working collaboratively with CWU management and customers, senior Departmental officers, community partners and other Government organisations to drive better service delivery including integrated and coordinated service systems.

## Key challenges

- The achievement of outcomes in this role is based on the exercise of professional judgement to ensure that competing and conflicting business priorities are met within agreed timeframes and to the required standard. A challenge is that competing priorities are often impacted by non-negotiable deadlines, requiring the incumbent to influence and manage customer demands. It is an expectation that a professional, consistent and reliable approach to customer service is achieved.
- The incumbent needs to have a thorough understanding of the legislative environment and associated business reform agendas. The incumbent needs to network and consult with staff across the School Performance North and externally in order to be knowledgeable and skilled in implementing business reforms.
- The role is multi skilled in nature. The occupant must be flexible in the scope and range of activities performed to ensure that School Performance North achieves its objectives.

## Key relationships

Who	Why
<b>Internal</b>	
Supervisor	<ul style="list-style-type: none"><li>• Supervisor</li></ul>
Team members	<ul style="list-style-type: none"><li>• Supports, encourages and mentors team members and colleagues to achieve team goals</li></ul>
<b>External</b>	
Supervisor	<ul style="list-style-type: none"><li>• Supervisor</li></ul>

## Role dimensions

### Decision making

This role acts independently in performing its core work functions in accordance with relevant policies, procedures and guidelines. In matters that are sensitive or complex the role consults with the supervisor or manager as required

### Reporting line

Manager Child Wellbeing C9/10

### Direct reports

Nil

### Budget/Expenditure

The role has a financial delegation of up to: \$ 0

## **KEY KNOWLEDGE AND EXPERIENCE**

Knowledge of and commitment to implementing the Department's [Aboriginal Education Policy](#) and upholding the [Department's Partnership Agreement with the NSW AECG](#) and to ensure quality outcomes for Aboriginal people.

## Key knowledge and experience

- Child protection practice and experience, including front line child protection work with families, and direct work with professionals within the child protection context.
- Demonstrated skills and experience in effective use of databases (such as ChildStory) and efficient data entry skills including proficient typing ability.
- A working understanding of the legislation governing child protection within NSW.

## Essential requirements

Hold a valid clearance to work with Children (Working with Children Check)

## 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

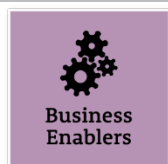
*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

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
	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>Keep up to date with relevant contemporary knowledge and practices</li> <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 and maintain a high level of personal motivation</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> </ul>	Adept

	<ul style="list-style-type: none"> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	
<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
 <p><b>Deliver Results</b></p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed</li> </ul>	Intermediate
<p><b>Plan and Prioritise</b></p> <p>Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> <li>• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work</li> <li>• Initiate, prioritise, consult on and develop team and unit goals, strategies and plans</li> <li>• Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses</li> <li>• Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>• Evaluate outcomes and adjust future plans accordingly</li> </ul>	Adept
<p><b>Think and Solve Problems</b></p>	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity</li> <li>• Research and analyse information to make recommendations based on relevant evidence</li> </ul>	Intermediate

- Think, analyse and consider the broader context to develop practical solutions
- 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



- Technology**  
Understand and use available technologies to maximise efficiencies and effectiveness
- Identify opportunities to use a broad range of technologies to collaborate
  - Monitor compliance with cyber security and the use of technology policies
  - Identify ways to maximise the value of available technology to achieve business strategies and outcomes
  - Monitor compliance with the organisation's records, information and knowledge management requirements
- Adept

## 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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 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	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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	Foundational



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Project Management

Understand and apply effective planning, coordination and control methods

Intermediate

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