

Role Description

CWU Support Officer



Role Description Fields	Details
Cluster	Education
Department/Agency	NSW Department of Education
Division/Branch/Unit	Teaching, Learning and Student Wellbeing Student Support and Specialist Programs Child Wellbeing and Mental Health Services
Role number	Various
Classification/Grade/Band	Clerk Grade 3/4
ANZSCO Code	521111
PCAT Code	1117172
Date of Approval	April 2025
Agency Website	https://education.nsw.gov.au/

Agency overview

At the NSW Department of Education, we educate and inspire lifelong learners – from early childhood, through schooling to vocational education and training.

We ensure young children get the best start in life by supporting and regulating the early childhood education and care sector. We unlock excellence and unleash the potential of two-thirds of school children in NSW. We're proudly public and the largest education system in Australia. We nurture opportunities for every learner to develop the skills needed for their chosen career path, helping shape the industries of tomorrow.

We respect and value Aboriginal and Torres Strait Islander peoples as First Peoples of Australia.

Child Wellbeing and Mental Health Services (CWMHS)

The Child Wellbeing and Mental Health Services team focuses on the delivery of student support services including support for student in the areas of disability, mental health and wellbeing, and complex needs. The key outcomes/products of CWMHS 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

The role provides high-quality administrative and support services that contribute to the effective and efficient operations of the Department's Child Wellbeing Unit (CWU).

Key accountabilities

- Manage inbound calls, undertake data entry, and provide a range of administrative tasks to support the operations of the contact centre.
- Record and maintain accurate, timely and accessible information to support effective decision-making and appropriate escalation of concerns.
- Provide administrative support in line with CWU Standard Operating Procedures to ensure data integrity and compliance.
- Collaborate effectively with colleagues and stakeholders to achieve shared service outcomes.

- Maintain the confidentiality and security of sensitive information in accordance with requirements to meet Department policies and legislative obligations.

Key challenges

- Managing high call volumes and competing priorities in a fast-paced contact centre environment, while maintaining attention to detail and professionalism.
- Communicating clearly and sensitively in response to complex, confidential, and sometimes confronting child wellbeing concerns.
- Adapting to changing procedures and priorities while upholding service consistency and compliance with departmental standards.

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none"> • Receive direction, advice, guidance and support • Escalate issues and provide updates on work activity. • Receive performance feedback
Work team	<ul style="list-style-type: none"> • Participate in team meetings, share information and provide input. • Collaborate with colleagues to achieve team goals.
Mandatory reporters (internal school-based staff and Department personnel)	<ul style="list-style-type: none"> • Respond to queries. • Identify needs and communicate services. • Redirect, escalate, or resolve issues.

External

Who	Why
Service providers, government and non-government agencies.	<ul style="list-style-type: none"> • Respond to queries. • Identify needs and communicate services. • Redirect, escalate, or resolve issues.

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.

The role is based in an inbound contact centre. The role operates on a preference-based rostering system from 8:30 am to 5:30 pm, Monday to Friday

Reporting line

Assessment Officer

Direct reports

Nil

Budget/Expenditure

Nil

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.
- Knowledge of the NSW child protection system and mandatory reporting requirements and/or experience working in a child protection related field.
- Working within a contact centre and/or customer service environment.

Essential requirements

- Hold a valid clearance to work with children (Working with Children's Check)
- Demonstrated understanding of and commitment to the value of public education.

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
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none">• 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	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • 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
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> • 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.

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

 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
 Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
 Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
 Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational