

Role Description

Case Manager



Planning,
Industry &
Environment

Cluster	Planning, Industry & Environment
Agency	Department of Planning, Industry & Environment
Division/Branch/Unit	Place Design and Public Spaces
Location	Sydney Region / regional
Classification/Grade/Band	Clerk Grade 11/12
Role Family	Bespoke/ Communication & Engagement/ Lead
ANZSCO Code	139999
PCAT Code	1119192
Date of Approval	September 2020
Agency Website	www.dpie.nsw.gov.au

Agency overview

Our vision is to create thriving environments, communities and economies for the people of New South Wales. We focus on some of the biggest issues facing our state. We deliver sustainable water resource and environment management, secure our energy supply, oversee our planning system, maximise community benefit from government land and property, and create the conditions for a prosperous state. We strive to be a high-performing, world-class public service organisation that celebrates and reflects the full diversity of the community we serve and seeks to embed Aboriginal cultural awareness and knowledge throughout the department.

Primary purpose of the role

The Case Manager manages case-management within the Place, Design and Public Space Group as a part of the Planning Reform program. The overarching objective of the case management function is to provide proactive and dedicated management support to internal and external stakeholders as they navigate the planning system on DPIE-led planning activities.

Key accountabilities

- Utilise existing governance, delivery-focused management approaches, and program performance evaluation frameworks to underpin effective strategic relationships and case management, within agreed timelines and budget, and with achievement of defined outcomes.
- Manage the provision of high quality and responsive support to provide timeframes for State agency proponents, by managing complex, DPIE-led planning projects working across DPIE, State agencies and key stakeholders.
- Collaborate with internal stakeholders to identify and coordinate the resolution of interagency issues.
- Manage effective working relationships at all levels across the public sector and with external stakeholders to enhance engagement, consultation and negotiation of critical issues and delays to assessment timeframes.

- Contribute to establishing and maintaining strong internal and external relationships to exchange information with client groups, community, other levels of government and other stakeholders to inform strategic and operational decisions related to the strategic relationships and case management function.
- Prepare a range of briefings and project related documents, including project plans, status updates, reports and discussion papers.
- Interpret and disseminate technical information to different audiences with varying levels of technical expertise to ensure all parties are appropriately informed and proactively monitor, manage and problem solve of state agency matters across the DPIE value chain
- Facilitate matters to ensure a reduction in backlogs and delays – advocating proactive rather than reactive issues resolution.

Key challenges

- Dealing with complex and sensitive issues to ensure effective stakeholder engagement and case management functions.
- Developing collaborative working relationships and an effective network of both internal and external stakeholders to ensure genuine and productive relationships and partnerships and proactive problem solving.

Key relationships

Who	Why
Internal	
Director	<ul style="list-style-type: none"> • Provide strategic advice and project and program briefings • Collaborating on stakeholder engagement strategy development, submission of briefs and advice, and management of significant projects and/or issues • Liaise with senior managers to provide advice on an integrated stakeholder engagement and management strategy
Teams	<ul style="list-style-type: none"> • Provide advice and support to project team members in undertaking tasks and implementing project plans as required.
External	
Stakeholders	<ul style="list-style-type: none"> • Consistently and appropriately partnering and providing advice on industry and community relations programs and strategies, program implementation

Role dimensions

Decision making

The role:

- Makes high level decisions and acts independently to drive the development and implementation of stakeholder engagement and case management activities and initiatives
- Consults with the Director in relation to decisions that have wide reaching implications, exceed the role's financial delegations, are contentious and /or are likely to have an impact on stakeholders, and in relation to decisions that require significant change to project outcomes or timeframes.

Reporting line

Director Case Management

Direct reports

Nil

Budget/Expenditure

Nil

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	<ul style="list-style-type: none"> Be flexible, show initiative and respond quickly when situations change Give frank and honest feedback and advice Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately Raise and work through challenging issues and seek alternatives Remain composed and calm under pressure and in challenging situations 	Adept
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> Model the highest standards of ethical and professional behaviour and reinforce their use Represent the organisation in an honest, ethical and professional way and set an example for others to follow Promote a culture of integrity and professionalism within the organisation and in dealings external to government Monitor ethical practices, standards and systems and reinforce their use Act promptly on reported breaches of legislation, policies and guidelines 	Advanced
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> Present with credibility, engage diverse audiences and test levels of understanding Translate technical and complex information clearly and concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Contribute to and promote information sharing across the organisation Manage complex communications that involve understanding and responding to multiple and divergent viewpoints Explore creative ways to engage diverse audiences and communicate information Adjust style and approach to optimise outcomes Write fluently and persuasively in plain English and in a range of styles and formats 	Advanced
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Promote a customer-focused culture in the organisation and consider new ways of working to improve customer experience Ensure systems are in place to capture customer service insights to improve services Initiate and develop partnerships with customers to define and evaluate service performance outcomes Promote and manage alliances within the 	Advanced


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
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organisation and across the public, private and community sectors

- Liaise with senior stakeholders on key issues and provide expert and influential advice
- Identify and incorporate the interests and needs of customers in business process design and encourage new ideas and innovative approaches
- Ensure that the organisation's systems, processes, policies and programs respond to customer needs

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements Implement systems and processes that are underpinned by high-quality research and analysis Look for opportunities to design innovative solutions to meet user needs and service demands Evaluate the performance and effectiveness of services, policies and programs against clear criteria 	Advanced
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that own actions and those of others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety Conduct and report on quality control audits Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept
	Project Management Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its 	Adept

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		expected benefits <ul style="list-style-type: none"> • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects 	

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	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	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	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
 Results	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	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate