

# Role Description

## Advisor Specialist Risk

Cluster	Education
Agency	NSW Department of Education
Division/Branch/Unit	People Group / Health Safety and Staff Wellbeing / Specialist Risk Response Unit
Role number	221366, 221367, 221369, 241591
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	272499
PCAT Code	1124544
Date of Approval	August 2022 <b>Updated Oct 24</b>
Agency Website	<a href="http://www.education.nsw.gov.au">www.education.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.

### Primary purpose of the role

The role is responsible for providing case management and support services for complex and high-risk incidents and cases to ensure safe working and learning environments for schools, staff and communities. The role focuses on collaborating with department and Government partners, contributing to delivering timely, efficient services and advice to support customer needs and meet service delivery requirements.

### Key accountabilities

- Provide case management services which includes working collaboratively with internal and external stakeholders and the development of risk management plans across a portfolio of complex and high-risk cases to support safe working and learning environments in line with department policy and procedures.
- Communicate with and provide quality advice to senior management on complex and sensitive issues in schools and workplaces.

- Draft accurate and timely briefing papers, correspondence and other communications including case reports.
- Build and maintain professional relationships with internal partners and external agencies to ensure effective management of complex cases, including the coordination of case conferences.
- Provide support to the Leader, Specialist Risk and Manager, Emergency Response in the management and response to major incidents.
- Work collaboratively with a team to build capability, achieve team goals and targets to support service delivery outcomes and meet customer needs.
- Keep records up to date in the secured system, analyse data and report on new or emerging issues or trends, and recommend strategies to enhance team capabilities to inform business operations, training and development.
- Manage all task and actions in accordance with privacy and confidentiality requirements.

## Key challenges

- Manage high-risk and complex cases in a fast-paced area to achieve consistency in quality and service delivery while meeting operational needs.
- Understanding operational requirements and performance targets and ensuring service meets standards.
- Maintaining the quality and accuracy of sensitive information within departmental systems.

## Key relationships

Who	Why
<b>Internal</b>	
Team	<ul style="list-style-type: none"> <li>• Work collaboratively with team members to assist workplaces and develop relevant skills and experience.</li> <li>• Work collaboratively to assist workplaces and develop relevant skills and experience.</li> </ul>
Workplaces	<ul style="list-style-type: none"> <li>• Communicate specialist advice and provide guidance on incidents to customer.</li> </ul>
Leader	<ul style="list-style-type: none"> <li>• Provide regular status updates on incidents that are currently being managed.</li> <li>• Consult regarding the management of sensitive, high risk or business critical matters.</li> </ul>

## Role dimensions

### Decision making

The role acts independently and uses initiative and problem solving to achieve business results in line with operational guidelines, departmental policy and procedures.

As necessary, the role consults with the line manager to agree on a suitable course of action in matters that are sensitive, high risk or business critical, or for those issues that have far-reaching implications.

## Reporting line

This position reports to the Leader, Specialist Risk.

## Direct reports

This position has no direct reports.

## Budget/Expenditure

The role has financial delegation in accordance with Departmental policy.

## 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

## Essential requirements

- Working with Children Check for paid employment
- Current NSW Driver Licence and willingness to travel.

## 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>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"><li>Be flexible and adaptable and respond quickly when situations change</li><li>Offer own opinion and raise challenging issues</li><li>Listen when ideas are challenged and respond appropriately</li><li>Work through challenges</li><li>Remain calm and focused in challenging situations</li></ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	<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
	<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> <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>	Adept
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<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
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>Build a supportive and cooperative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes that were achieved by effective collaboration</li> </ul>	Intermediate

## FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Engage other teams and units to share information and jointly solve issues and problems</li> <li>Support others in challenging situations</li> <li>Use collaboration tools, including digital technologies, to work with others</li> </ul>	
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>	Adept
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Use available technology to improve individual performance and effectiveness</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	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
 <b>Personal Attributes</b>	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 <b>Relationships</b>	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 <b>Results</b>	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
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 <b>Business Enablers</b>	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	Intermediate