Role Description 

**Community Coordination Officer**

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| **Cluster** | Regional NSW |
| **Department/Agency** | Department of Regional NSW |
| **Division/Branch/Unit** | Strategy, Delivery and Performance |
| **Location** | Walgett |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Family** | Bespoke/ Communication & Engagement/Deliver |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | September 2021 |
| **Agency Website** | [www.nsw.gov.au/regional-nsw](http://www.nsw.gov.au/regional-nsw) |

**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.

**Primary purpose of the role**

This Community Coordination Officer works alongside the community, school, police and government agencies to improve educational, employment and wellbeing outcomes for young Aboriginal people in Walgett. This role will support whole-of-government program development and implementation to deliver responsive change and service improvement underpinned by the OCHRE principles of engagement.

**Key accountabilities**

* Work collaboratively across the NSW Government sector and community to develop and implement a Whole of Government program to improve educational, employment and wellbeing outcomes for young people in Walgett.
* Support the development and implementation of an employment strategy for young people in Walgett in partnership the community, NSW Police, Department of Education, Walgett Shire Council.
* Develop and maintain productive working relationships and support networks across the Walgett community including Aboriginal elders and leaders, NSW Government agencies, Council and non-government agencies.
* Provide advice and project support to the Director Central West and Far West, as well as the Director Aboriginal Outcomes as required.
* Provide a range of project management and support services, including preparation of discussion papers, briefs and submissions.

## Key challenges

* Working closely with community, government and non-government stakeholders while managing expectations, demands and priorities.
* Providing well-researched and balanced advice, given that this is often required within tight timeframes.
* Completing work within agreed timeframes and performance standards, while managing competing tasks.

## Key relationships

|  |  |
| --- | --- |
| **Who** | **Why** |
| **Internal** |  |
| Director, Central West and Far West Regional Development | * Seek guidance, provide information, consult regularly about activities * Provide regular updates and identify key issues, priorities and challenges |
| Director Aboriginal Outcomes | * Provide regular updates and identify key issues, priorities and challenges * Seek advice and guidance as required. |
| Work team | * Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach. * Share information and exchange information. |
| **External** |  |
| NSW Government agencies (NSW Police, Department of Education, Department of Communities and Justice, Western NSW Local Health District) | * Develop and maintain effective working relationships to facilitate the engagement and input of external stakeholders to support the development and delivery of state significant regional projects or service delivery reforms. * Support Whole-of-Government coordination |
| Non-government stakeholders including the local community, industry and Council | * Develop and maintain effective relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation initiatives. |

### Role dimensions

### Decision making

Decisions which are made by the position holder include:

* providing information and advice and liaising, consulting and working collaboratively with internal and external stakeholders.
* keeping Director(s) fully informed on relevant issues.
* setting work priorities within agreed parameters and approved work plans, organising and managing own workload.
* ensuring compliance with all relevant policy, procedures, legislation and regulation.

### Reporting line

This role will be embedded in the DRNSW Regional Development team and will report directly to the Director Central West and Far West.

Note there will also be reporting to the Director Aboriginal Outcomes in the Strategy, Delivery and Performance Group required.

Key knowledge and experience

* Experience in the coordination of engagement activities with community and government stakeholders.
* Experience in developing protocols and tools to support a coordinated approach to key stakeholders across a number of projects.
* Experience in working across projects with diverse stakeholders to identify and resolve issues
* Knowledge and understanding of effective stakeholder management systems and experience in coordinating whole of government responses.

Essential requirements

* Sensitivity to and understanding Aboriginal culture including Aboriginal community governance and structures

# 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 |
|  | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Tailor communication to diverse audiences  Clearly explain complex concepts and arguments to individuals and groups  Create opportunities for others to be heard, listen attentively and encourage them to express their views  Share information across teams and units to enable informed decision making  Write fluently in plain English and in a range of styles and formats  Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| **Work Collaboratively**  Collaborate with others and value their contribution | | Build a supportive and cooperative team environment  Share information and learning across teams  Acknowledge outcomes that were achieved by effective collaboration  Engage other teams and units to share information and jointly solve issues and problems  Support others in challenging situations  Use collaboration tools, including digital technologies, to work with others | 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 |
|  | **Project Management**  Understand and apply effective planning, coordination and control methods | | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | 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 | Intermediate |
| 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 |
|  | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | 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 | Intermediate |
| Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| 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 |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |