

Role Description

Program Officer

[Generic Role Description: Program Officer 7/8]

Cluster/Agency	Family and Community Services (FACS)
Division/Branch/Unit	Various
Location	TBC
Classification/Grade/Band	Clerk Grade 7/8
Kind of Employment	TBC
ANZSCO Code	511112
Role Number	TBC
PCAT Code	Varies depending on team and client
Date of Approval	TBC
Agency Website	www.facs.nsw.gov.au

This role description applies to multiple roles across FACS. Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Family and Community Services (FACS) directly supports approximately 800,000 people every year and reaches a further million people through local community-based programs.

Our vision is to empower all people to live fulfilling lives and achieve their potential in inclusive communities. We collaborate with government, non-government and community partners to work with children, adults, families and communities to improve lives and realise potential, with a focus on breaking, rather than managing, disadvantage.

Primary purpose of the role

Provide program management services across a large-scale strategic program or a range of smaller programs which directly contribute to better outcomes for individuals, families, groups and communities.

Key accountabilities

- Contribute to the design, implementation and coordination of FACS programs in line with organisational objectives, which deliver effective business unit outcomes and meet client service delivery needs.
- Undertake aspects of contracting, tendering and capital works programs including the preparation of budget estimates and performance reporting.
- Liaise with District staff and service delivery partners to ensure programs align with service delivery needs and requirements while achieving desired outcomes.
- Develop a thorough understanding of internal policies, regulations and guidelines on contracting and service procurement to ensure compliance, good practice and fairness for providers and clients.
- Use project management methodologies and processes across FACS to ensure consistent high quality outcomes.
- Coordinate aspects of performance and other reporting activities, ensuring internal and external service delivery partners comply with the required reporting to allow monitoring of program deliverables and consistent understanding of client outcomes.
- Liaise and work across FACS Divisions and non-government stakeholders to ensure effective interface between program development, planning, service design and policy implementation.

- Work effectively with team members towards mutual continued development and to provide feedback to each other on program work undertaken.

Key challenges

- Working in a resource-constrained environment where demand for services is higher than available resources.
- Building commitment and engaging with diverse stakeholders to ensure reform programs and initiatives include widespread consultation and encourage a cooperative approach.
- Supporting a changing program design focus to ensure programs are evidenced based, flexible and adaptive to changing needs and represent requirements of diverse client groups.

Key relationships

Who	Why
Internal	
Line Manager	<ul style="list-style-type: none"> • Report directly to Line manager • Seek direction, advice and support • Provide information and feedback
Team members	<ul style="list-style-type: none"> • Provide information and advice • Provide an effective and valuable two way liaison
Other FACS divisions	<ul style="list-style-type: none"> • Liaise to ensure the provision of timely and accurate advice when requested • Develop and maintain effective working relationships • Negotiate/agree on timeframes
FACS Districts and Clusters	<ul style="list-style-type: none"> • Liaise to ensure consistent engagement with service delivery planning and service providers • Develop and maintain effective working relationships • Negotiate/agree on timeframes
External	
Non-government organisations	<ul style="list-style-type: none"> • Engage with service providers
Community	<ul style="list-style-type: none"> • Engage with service providers and client groups

Role dimensions

Decision making

The role:

- Works with some supervision carrying a level of autonomy in setting own priorities in alignment with management.
- Maintains a degree of independence to develop a suitable approach in managing its workload and provision of advice and recommendations as well as input into the development of relevant systems and frameworks as well as team planning and projects.
- Responsible for determining own actions undertaken, within government and legislative policies, and for ensuring quality control in the implementation of own workload.
- Ensures recommendations are based on sound evidence, and at times may be required to use their judgment under pressure or in the absence of complete information or as a source of expert advice to both internal and external stakeholders.

- As necessary, consults with manager or senior staff 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 with respect to resources or quality advice provision.

Refer to the FACS Delegations for specific financial and/or administrative delegations for this role.

Reporting line

See divisional structure and supplementary material.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012



Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/sector-support/capability-framework>



Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Adept
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Foundational

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way Support a culture of integrity and professionalism Understand and follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct Recognise and report misconduct, illegal or inappropriate behaviour Report and manage apparent conflicts of interest
Personal Attributes Value Diversity	Adept	<ul style="list-style-type: none"> Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to co-operate with internal and external parties to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant stakeholders within the community
Relationships	Adept	<ul style="list-style-type: none"> Encourage a culture of recognising the value of collaboration

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Work Collaboratively		<ul style="list-style-type: none"> • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none"> • Perform basic research and analysis which others will use to inform project directions • Understand project goals, steps to be undertaken and expected outcomes • Prepare accurate documentation to support cost or resource estimates • Participate and contribute to reviews of progress, outcomes and future improvements • Identify and escalate any possible variance from project plans

Services Our Way

Aboriginal Service Support Specialist-Supplementary role information

(Program Officer Grade 7/8)

Reporting structure

The role reports to the Services Our Way (SOW) Place Manager.

The role is in the Policy and Evidence Directorate of the Aboriginal Housing Office.

There are no positions reporting to the role.

Key Accountabilities

- Develop and design quality assessment and support plans that best meets the needs of the clients within budget allocations
- Provide best practice assessment and specialist support co-ordination for Aboriginal and Torres Strait Islander people to enable support services to be delivered that best meet their assessed needs
- Negotiate, coordinate, monitor and take primary accountability for the delivery of service and support based on the plan.
- Self-starter with an ability to work alone or in a small team
- Support team members and work collaboratively and harmoniously to contribute to achieving team outcomes.
- Develop and maintain effective relationships and open channels of communication
- Regular and timely reporting
- Comprehensive and regular updating of client records, spreadsheets and the document management system –TRIM.

Please also refer to role description for Program Officer 7/8.

Qualifications

- Tertiary qualifications in a related discipline or equivalent knowledge, skills and experience, with demonstrated commitment to ongoing professional development.
- Aboriginality and a demonstrated understanding of the Aboriginal culture including the specific needs and disadvantages experienced by this community.
- Connection to and contacts within local Aboriginal community and service providers

Job Notes: *Aboriginality is a genuine occupational qualification and is authorised under section 14 (d) of the Anti-Discrimination Act 1977.*

Role specific capabilities

- Connection to and contacts within local Aboriginal community and service providers
- Demonstrable capabilities in the specialist coordination and support to Aboriginal people, to identify their strengths and needs and to design a plan of support based on the assessed needs of the individual/family.
- Ability to work with Aboriginal Community and stakeholders with an understanding of local issues

- Excellent negotiation, time management and analytical skills
- Ability to be impartial and objective

Other Information

Nil

Please also refer to role description for Program Officer 7/8.