

# Role Description

## Community Liaison Officer

<b>Cluster</b>	Education
<b>Agency</b>	Department of Education
<b>Division/Branch/Unit</b>	School Operations and Performance/Operational Directorate
<b>Classification/Grade/Band</b>	Community Liaison Officer
<b>Role Number</b>	223218
<b>ANZSCO Code</b>	421111
<b>PCAT Code</b>	1 1 91 92
<b>Date of Approval</b>	June 2020
<b>Agency Website</b>	<a href="http://www.dec.nsw.gov.au">www.dec.nsw.gov.au</a>

### Agency overview

The NSW Department of Education provides, funds and regulates education services for NSW students from early childhood to secondary school, delivering world-class education through its public schools and providing funding support to non-government schools. We employ, develop and support teachers, leaders and other staff to deliver the best outcomes for students and to advance the wellbeing of Aboriginal people.

### Primary purpose of the role

Support NSW schools in building vibrant, tolerant and harmonious school communities. The Community Liaison Officer works to support school communities in the development of approaches to improve social, emotional, health and educational outcomes for students.

### Key accountabilities

- Assist in the development and implementation of support programs for students and communities
- Support the development of consultative mechanisms to promote understanding between the community and the Department
- Assist school communities to access support services by strengthening inter-agency collaboration and using available resources to enhance understanding on where and how to access support
- Facilitate community involvement in program implementation and other initiatives including student wellbeing
- Promote the education sector policies and programs through liaison with community

### Key challenges

- Servicing a diverse range of schools providing support to the schools/s and their communities
- Being sensitive to cultural differences and social complexities to ensure vulnerable students are safe and their wellbeing is considered
- Working with a wide range of key stakeholders, including government and non-government agencies

## Key relationships

Who	Why
<b>Internal</b>	
Principal or Manager	<ul style="list-style-type: none"><li>• Seek guidance on performance expectations</li><li>• Escalate matters outside of delegation</li></ul>
Departmental services	<ul style="list-style-type: none"><li>• Work in collaboration with departmental teams to develop appropriate school based supports</li></ul>
<b>External</b>	
Parents, community members, local government agencies	<ul style="list-style-type: none"><li>• Develop collaborative and productive working relationships to benefit students and communities</li></ul>

## Role dimensions

### Decision making

The role acts independently in performing the core work activities of the business unit, in accordance with relevant legislation, department policy, procedures and guidelines. Sound decision making is achieved by assessing business unit priorities and workload, and in consulting with the supervisor as required. In this context, the role:

- Establishes daily work routines in relation to the core functions of the role, consulting the supervisor where clarification of priorities is required.
- Exercises independent judgement in responding to enquiries from customers. Complex enquiries or contentious issues are raised with the supervisor to determine a suitable response.
- Makes recommendations to the supervisor regarding improving customer service, administrative practice or business processes.

### Reporting line

Principal or approved delegate

### Direct reports

Nil

### Budget/Expenditure

As per the departmental financial delegations

## Essential requirements

- Valid Working With Children Check clearance





## Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at [www.psc.nsw.gov.au/capabilityframework](http://www.psc.nsw.gov.au/capabilityframework)

### 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	Foundational
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Foundational</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Foundational</b>
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Foundational</b>

### 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
<b>Personal Attributes</b> Manage Self	Foundational	<ul style="list-style-type: none"> <li>• Be willing to develop and apply new skills</li> <li>• Show commitment to completing work activities effectively</li> <li>• Look for opportunities to learn from the feedback of others</li> </ul>
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Results</b> Plan and Prioritise	Foundational	<ul style="list-style-type: none"> <li>• Plan and coordinate allocated activities</li> <li>• Re-prioritise own work activities on a regular basis to achieve set goals</li> <li>• Contribute to the development of team work plans and goal setting</li> <li>• Understand team objectives and how own work relates to achieving these</li> </ul>
<b>Business Enablers</b> Project Management	Foundational	<ul style="list-style-type: none"> <li>• Plan and deliver tasks in line with agreed schedules</li> <li>• Check progress against schedules, and seek help to overcome barriers</li> <li>• Participate in planning and provide feedback about improvements to schedules</li> </ul>