Role Description
Risk Assessment Officer

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Office of the Children's Guardian
Division/Branch/Unit	Working With Children Check Directorate
Role number	Multiple
Classification/Grade/Band	Clerk Grade 7/8
Senior executive work level standards	Not Applicable
ANZSCO Code	224412
PCAT Code	1119192
Date of Approval	16 June 2023
Agency Website	www.ocg.nsw.gov.au

Agency overview

The Office of the Children's Guardian (OCG) upholds NSW children and young people's right to be safe by overseeing, regulating, and monitoring organisations and individuals that provide services to children. We influence and lead change by building capability in organisations to be child safe. We are a trusted authority on quality in child safe practices, in out-of-home care, worker screening and reportable conduct. We have a dynamic and committed workforce, and a culture that encourages and promotes innovation and strives for continuous improvement.

The Office of the Children's Guardian is led by the Children's Guardian, an independent statutory officer. To find out more about the functions of the Office of the Children's Guardian please visit our website at www.ocg.nsw.gov.au.

Primary purpose of the role

The role is required to undertake risk assessments for applicants with relevant records who have applied for a Working with Children Check (WWCC). The assessment is undertaken in accordance with the relevant legislation, policies and procedures and results in the recommendation of an appropriate outcome for each application - either a clearance or refusal. It also makes statutory recommendations which are determined by the Children's Guardian or Delegates.

Key accountabilities

- Obtain and collate relevant information from a variety of sources to assist the risk assessment process.
- Undertake risk assessments associated with an application and make recommendations based on the evidence using an unbiased approach incorporating principles of procedural fairness and relevant contemporary academic literature.
- Take carriage of appeals from decisions of the Office of the Children's Guardian and liaise with our legal representatives before the NSW Civil and Administrative Tribunal.
- Liaise with applicants to explain the risk assessment process and obtain additional information to support the risk assessment and appeals processes.
- Maintain appropriate records systems to ensure the accurate and safe storage of confidential and sensitive information.

- Coordinate and manage competing priorities associated with allocated cases.
- Collaborate with peers to develop, implement and maintain precedents, systems and controls to ensure consistency and quality of services across the team and in decision-making.

Key challenges

- Obtaining all relevant information from clients and a range of other sources, including government and non-government agencies in a timely manner.
- Assessing a diverse range of applications and determining the appropriate course of action in a high-volume work environment.
- Discussing sensitive and personal matters with clients and demonstrating a high level of tact and impartiality while drawing out the necessary information for the assessment.

Key relationships

Internal

Who	Why
Team Leader / Manager	• Escalate issues, keep informed, receive instructions and give and receive feedback. • Participate in meetings to represent work group perspective and share information. • Participate in discussions and decisions regarding risk assessment recommendations and business improvement.
Team Members	• Work cooperatively, exchange information and assist other team members to achieve team objectives and work outcomes. • Work as part of a team to develop, implement and maintain precedents, systems and controls. • Collaborate within and across the work team to ensure recommendations demonstrate consistency of decision-making and the implementation of innovative and best practice communication activities.

External

Who	Why
WWCC Clients	• Obtain information from and discuss the risk assessment process and risk assessment outcomes.
External Agencies	• Obtain information to support the risk assessment process in a timely manner.
Legal	• Provide advice and information where an applicant is appealing the decision to bar.

Role dimensions

Decision making

This role makes recommendations regarding a decision to clear or refuse WWCC applications in accordance with legislative requirements, policies, procedures and precedents. Recommendations will be supported by evidence provided by external agencies and the applicant.

It requires the ability to deal with potentially disturbing material in a sensitive manner, free from bias, as well as exercising a high level of professional judgment.

Also, it may be required occasionally to discuss their case regarding their recommendations at internal panel review meetings.

Reporting line

The role accounts and reports to the relevant reporting line Team Leader / Manager.

Direct reports

Nil.

Budget/Expenditure

Nil.

Key knowledge and experience

- Demonstrated experience in assessment and management of risk in relation to child protection matters or similar.
- Excellent verbal and written communication skills with the ability to write and review assessments.

Essential requirements

- Tertiary qualifications in a relevant discipline or equivalent knowledge and workplace experience.
- Employment at the Office of the Children's Guardian is subject to the satisfactory completion of security and vetting checks.
- All roles associated with the Office of the Children's Guardian are required to have a current NSW Working with Children Check.

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

	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
	**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
	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	Intermediate
	**Work Collaboratively** Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept

	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	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.

Capability group/sets	Capability name	Description	Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate

	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Adept
	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
	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	Foundational