Role Description
Team Leader WWCC

Role Description Fields	Details
Cluster	Stronger Communities
Department/Agency	Office of the Children's Guardian
Division/Branch/Unit	Working with Children Check
Role number	Various
Classification/Grade/Band	Clerk Grade 9/10
Senior executive work level standards	Not Applicable
ANZSCO Code	132411
PCAT Code	1119192
Date of Approval	04 March 2022
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 Team Leader leads and co-ordinates a multi-disciplinary Assessment and Review team.
The team gathers and reviews information and makes recommendations about whether a person poses a risk to the safety of children in child-related work. The Team Leader is responsible for ensuring the team makes consistent, evidence-based recommendations.

The Team Leader demonstrates our values (Integrity, trust, service, accountability, respect and empathy), is considered and decisive, technically competent, and has strong people management skills.

Key accountabilities

- Manage the day-to-day performance of an Assessment and Review team including allocating and progressing work, providing operational, direction and authoritative advice and support on case management, risk assessment, precedents, and good practice.
- Lead, develop and mentor the skills, knowledge and competency of the Assessment and Review team to ensure quality outcomes, productivity and consistency across the team and compliance with relevant legislation, policies, and procedures.

- Review recommendations to determine the appropriate course of action for individual matters, with decision-making guided by interpretation and application of complex legislation, procedural fairness and adherence to internal policy and process.
- Build the capability of the Assessment and Review team in their engagement with applicants to ensure a high standard of customer service, including dealing with sensitive issues.
- Participate in reform, review or monitoring projects to evaluate and improve service delivery and inform procedural and system change.
- Ensure the Assessment and Review team has appropriate knowledge and skills in relation to security, privacy and record keeping requirements to ensure safe storage and use of confidential and sensitive information.
- Maintain a detailed contemporary knowledge, comply with and promote best practice, internal business rules/policy, contemporary research and legislation.

Key challenges

- Managing and supporting a team with a diverse and complex range of applications, while concurrently managing priorities and other business activities and determining the most appropriate course of action for individual matters.
- Anticipating and managing complex, sensitive issues while being able to respond effectively, accurately and quickly in a high-volume work environment.
- Maintaining systems, controls, and benchmarks to ensure quality and consistent decision-making across the team.

Key relationships

Internal

Who	Why
Director/Manager	• Escalate issues, keep informed, receive instruction and give and receive feedback. • Participate in meetings to present work and share information. • Participate in discussions regarding best practice, new approaches and consistent decision making.
Work Team	• Inspire and motivate team, provide direction and manage performance. • Work as part of a team to develop, implement and maintain systems and controls. • Coordinate within and across the team to ensure recommendations are consistent and in accordance with the legislation.
Other directorates	• Consult and participate in activities with other business units to shape, inform and achieve WWCC and OCG objectives. • Foster effective working relationships to facilitate opportunities for engagement, consultation, issue resolution and information sharing.

External

Who	Why

WWCC Clients	• Obtain information from applicants and discuss the application process • Ensure procedural fairness is afforded to applicants. • Manage escalations and complaints. • Recognise and value diversity with a focus on advancing service accessibility.

Role dimensions

Decision making

Administrative decisions about WWCC applications are made by officers that have been delegated the relevant authority under the legislation.
The Team Leader instructs, coordinates, reviews and submits recommendations for consideration by the authorised decision maker. This includes ensuring compliance with any directions given by the decision maker. The Team Leader is delegated to approved recommendations to grant a WWCC clearance, and to endorse recommendations to bar or cancel a WWCC clearance, for approval by the Director WWCC Operations.

Reporting line

This role reports to the relevant reporting line manager.

Direct reports

The role has multiple direct reports (depending on business / project requirements).

Budget/Expenditure

Nil.

Key knowledge and experience

- Demonstrated experience in the analysis and assessment of risk is preferred.
- Previous knowledge and experience in administrative or regulatory decision making is preferred.
- Demonstrated experience in the people management and maximising performance of individuals and at team level is preferred.

Essential requirements

- Tertiary qualifications in social or behavioural sciences or other relevant discipline and/or extensive relevant workplace experience is required.
- Achievements in case management or client service delivery in a complex and high volume working environment.
- All roles associated with the Office of the Children's Guardian are required to have a current Working with Children Check.
- Employment at the Office of the Children's Guardian is subject to the satisfactory completion of security and related vetting checks.

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
	**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
	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes • Make sure staff understand expected goals and acknowledge staff success in achieving these • Identify resource needs and ensure goals are achieved within set budgets and deadlines • Use business data to evaluate outcomes and inform continuous improvement • Identify priorities that need to change and ensure the allocation of resources meets new business needs • Ensure that the financial implications of changed priorities are explicit and budgeted for	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
	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Refine roles and responsibilities over time to achieve better business outcomes • Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Prioritise addressing and resolving team and individual performance issues and ensure that this approach is cascaded throughout the organisation • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives	Advanced

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
	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	Adept
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	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	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Adept
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate

People Management	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Adept