Role Description
Aboriginal Community Liaison Officer

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Cluster	Education
Agency	Department of Education
Division/Branch/Unit	School Operations and Performance/ Operational Directorites
Classification/Grade/Band	ACLO
ANZSCO Code	422111
PCAT Code	1119192
Date of Approval	29 March 2017
Agency Website	www.dec.nsw.gov.au

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

The role works as part of a team to develop partnerships and understanding between the Aboriginal community and the Department of Education at all levels, thereby helping to improve the outcomes for Aboriginal school students.

Key accountabilities

- Contribute to and when appropriate lead the development of consultative mechanisms to promote understanding between Aboriginal communities and the Department of Education
- Act as a conduit between local AECG's, Regional AECG's, and the State AECG Secretariat in the realisation of fulfilling the Partnership Agreement
- Act as a conduit between local AECG's and Regional AECG's, Educational Services teams and school communities to ensure improvement in educational outcomes for Aboriginal learners
- Work collaboratively with school staff and Educational Services team staff to develop, implement and evaluate support programs for students and communities
- Promote departmental policies and programs through liaison with Aboriginal communities. Including support the facilitation of Aboriginal community involvement in educational initiatives including student learning and wellbeing programs
- Assist with building the capacity of Aboriginal community members and departmental officers to work effectively to achieve the goals of Aboriginal education
- Act as a conduit between local principals and Educational Services team staff on the views of Aboriginal communities, including the local AECG, which have relevance for the Aboriginal students in schools and the Aboriginal education programs

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- Assist Departmental staff and when required staff from other agencies, to develop awareness of social and health issues that impact on outcomes for Aboriginal students

Key challenges

- Working with individuals and groups with varying and competing needs to ensure that the school community works cohesively for the benefit of students
- Keeping abreast of evidence based best practice in initiatives to improve educational outcomes for Aboriginal students

Key relationships

Who	Why
Internal	
Work team	• Develop productive and collaborative working relationships
Manager	• Seek guidance on performance expectation
	• Escalate matters outside of delegation
Principals	• Develop productive and collaborative working relationships
External	
Parents, community members, local government agencies and groups and the AECG	• Develop collaborative and productive working relationships to benefit students and communities

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control and refers to the manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

The role reports to the Learning and Wellbeing Coordinator.

Direct reports

Nil

Budget/Expenditure

As per the Department of Education financial delegations
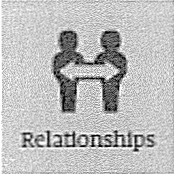
Essential requirements

- Aboriginality
- Valid Working With Children Check clearance

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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

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
	Manage Self	**Foundational**
	Value Diversity	Foundational
Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Intermediate**
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Foundational**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

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 Manage Self	Foundational	• Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
Relationships Commit to Customer Service	Intermediate	• Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided

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Group and Capability	Level	Behavioural Indicators
		and relay 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
		• Co-operate across work areas to improve outcomes for customers
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards • Take the initiative to progress and deliver own and team/unit work • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals • Seek and apply specialist advice when required
Business Enablers Technology	Foundational	• Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology

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