

Position Description

Position Number:	Various
Classification:	EL1
Job Title:	Operations Lead
Branch:	Offshore Processing Operations
Locations:	Canberra/Nauru and PNG
Overview:	
<p>This position forms part of the “rolling swap” deployment model, as part of the Offshore Processing Operations branch. The incumbents are expected to continually rotate through periods of deployment, leave and work at National Office, in support of the Offshore Processing Centres. You will work with either the Nauru or Manus team. The role is available for a maximum of 12 months, at which time you will return to your previous work area.</p> <p>The role will consist of:</p> <ul style="list-style-type: none"> • 8 weeks deployment to the OPC • 3 weeks respite/TOIL leave • 5 weeks working in the operations team located at National Office <p>The Operations Lead at an Offshore Processing Centre (OPC) is a critical role in the day to day operation of the centre and provides a facilitation point between DIBP and service providers to achieve the outcomes of Australian Government policy.</p> <p>As a senior member of the OPC team, you will have oversight of the key operations tasks that are carried out within the centre, including transferee movement in and out of the OPC, case management issues, client welfare, interpreter coordination and contract management. You will also have responsibility for managing staff, including managing performance as necessary.</p> <p>On your rotation back in National Office, you will be working in the relevant operations team, where you will contribute to the outputs of the operations team as well as the sharing of knowledge that you have obtained through your deployment experience. For example, you could be involved in transfers, capacity planning, intelligence analysis and complex cases.</p> <p>To be successful in this role you have demonstrated experience in or the ability to quickly learn about, a complex operations environment and well-rounded knowledge of the Government’s current policy with regards to asylum seekers, particularly in regards to DIBP’s involvement in the operation of the OPC’s. You will have excellent communication skills, and the ability to build and maintain effective working relationships with both internal and external stakeholders. You will also be adaptable and flexible.</p> <p>The role requires the incumbent to work flexible hours and be available for on-call arrangements, and in the case of emergency may need to deploy urgently at other times besides the previously indicated 8 week deployment blocks.</p>	

Specific Duties:Stakeholder engagement

- Represent the department and Australia by promoting DIBP's business and objectives.
- Engage with, build and maintain productive relationships with host government officials, international organisations, service providers and the local community.
- Work with DIBP officers and with other A-based agencies (e.g. DFAT, AFP, Defence and AusAID) in support of DIBP and the broader Government's objectives as required.
- Report daily to DIBP, the relevant host government and the AFP on OPC operations.
- Escalate issues through National Office, as required.
- Respond to requests from areas within DIBP and other Commonwealth Agencies for information, intelligence and caseload statistics.
- Facilitate official visits to the OPC for Ministers, scrutiny bodies and other officials as requested by National Office.
- Support and attend community functions, initiatives and meetings as a representative of the department and Australia.

Leadership

- Manage the team's resources by:
 - Providing overall staff management.
 - Providing timely feedback to DIBP staff through informal mechanisms and formal performance agreements.
 - Promoting a commitment to participative, safe and healthy work practices free from harassment.
 - Oversee the management of finances, including petty cash and verifying invoices for payment
- Ensure compliance with the requirements of the Work Health and Safety (WHS) legislation, and timely reporting on all WHS-related issues.

Operations

- Represent DIBP at a range of meetings.
- Oversee the following operational areas:
 - The provision of security and following up security incidents as they occur
 - The arrival, transfer, removal and medical evacuation of transferees
 - Case Management implementation by service providers including individual management plans, behaviour management plans, client welfare, complaints management, and supportive monitoring and engagement
 - The management of interpreters and room bookings
- Liaise with and assist IOM in their work to return transferees through the Assisted Voluntary Return (AVR) program.
- Support incident management, planning and intelligence functions.
- In NatO, drive best practice processes and the continual review of procedures using knowledge obtained while working in the OPC.

Service Delivery Support (Case Management)* – APS 6

Duties and Responsibilities

- Support and take guidance from the Service Delivery Manager
- Work in conjunction with the Service Delivery Manager in relation to welfare and service provision
- Work with the Salvation Army (TSA) to ensure appropriate delivery of welfare services
- To act as point of escalation in regard to welfare issues from TSA and IHMS
- Attend daily Supportive Monitoring and Engage (SME) meeting and any other required meetings
- Undertaking compound walks and correctional facility visits if required
- Duties on deployment as required at the direction of the DIAC on-site lead.

Qualities

- Excellent interpersonal skills to work with both transferees and stakeholders
- Experienced Case Managers who has worked in the detention environment

* It is imperative that you are flexible and adaptable as, depending on operational requirements, it will also be necessary for you to work over a number of functions, roles and teams.

Position Description

Position Number: Classification: Job Title: Branch: Locations:	Various EL1 Service Delivery Lead Offshore Detention Services Canberra/Nauru and PNG
<p>Overview:</p> <p>This position forms part of the “rolling swap” deployment model, as part of the Offshore Detention Services branch. The incumbents are expected to continually rotate through periods of deployment, leave and work at National Office, in support of the Offshore Processing Centres. You will work with either the Nauru or Manus team. The role is available for a maximum of 12 months, at which time you will return to your previous work area.</p> <p>The role will consist of:</p> <ul style="list-style-type: none"> • 8 weeks deployment to the OPC • 3 weeks respite/TOIL leave • 5 weeks working in the operations team located at National Office <p>Under the direction of the Offshore Detention Services branch, the Service Delivery Lead is responsible for all oversight and coordination of all contractual service provision matters on site for all service providers including health. The lead role manages three key areas- compliance with contracted service requirements, the performance of the service provider’s under the contractual arrangements, and also as a liaison between service providers and DIBP.</p> <p>The role requires the incumbent to be flexible and adaptable as, depending on operational requirements, it will be necessary to work over a number of functions, roles and team.</p> <p>On your rotation back in National Office, you will be working in the Garrison Support and Welfare section, within the Offshore Detention Services branch, where you will contribute to the outputs of the team through the sharing of knowledge that you have obtained through your deployment experience.</p> <p>To be successful in this role you will have demonstrated service delivery experience, sound relationship, contract management and liaison skills and the ability to communicate effectively.</p> <p>The role requires the incumbent to work flexible hours and be available for on-call arrangements, and in the case of emergency may need to deploy urgently at other times besides the previously indicated 8 week deployment blocks.</p> <p>Specific Duties:</p> <p><u>Stakeholder engagement</u></p> <ul style="list-style-type: none"> • Liaise with service providers and other stakeholders to achieve contractual outcomes. • Implement and manage the performance framework onsite in accordance with contractual 	

requirements, ensuring that services are delivered in accordance with all relevant contractual, best practice, safety and humanitarian obligations.

Leadership

- Liaise and provide support to the DIBP Lead and the host government relating to service providers and contractual matters.
- Manage and supervise the work of a small team, including paying particular attention to their wellbeing while on deployment.

Operations

- Mediate and arbitrate low level disputes between service providers, while escalating issues that can't be addressed at a site level.
- Liaise with and report back to National Office on service provider performance and issues.
- Conduct regular audits to ensure compliance with contracts and OPC guidelines.
- Regularly monitor and identify service issues, escalating to relevant areas as appropriate.
- Facilitate governance arrangements at the OPC.

Position Description

Position Number: Classification: Job Title: Branch: Locations:	Various EL1 Infrastructure Lead Offshore Detention Infrastructure Canberra/Nauru and PNG
<p>Overview:</p> <p>This position forms part of the “rolling swap” deployment model, as part of the Offshore Detention Infrastructure branch. The incumbents are expected to continually rotate through periods of deployment, leave and work at National Office, in support of the Offshore Processing Centres. You will work with either the Nauru or Manus team. The role is available for a maximum of 12 months, at which time you will return to your previous work area.</p> <p>The role will consist of:</p> <ul style="list-style-type: none"> • 8 weeks deployment to the OPC • 3 weeks respite/TOIL leave • 5 weeks working in the operations team located at National Office <p>The primary role of the Infrastructure Lead is to engage with consultants, contractors and service providers in the delivery of construction works and facilities management services. The lead provides an on-site presence for operational and contractual matters and is the formal conduit between stakeholders on-site and NatO Offshore Infrastructure Project Managers.</p> <p>The role requires the incumbent to be flexible and adaptable as, depending on operational requirements, it will be necessary to work over a number of functions, roles and teams.</p> <p>On your rotation back in National Office, you will be working in either the Nauru Infrastructure team, or one of the Manus Infrastructure teams, within the Offshore Detention Infrastructure branch, where you will contribute to the outputs of the team through the sharing of knowledge that you have obtained through your deployment experience.</p> <p>To be successful in this role you will have demonstrated infrastructure project management experience (or the ability to acquire the knowledge quickly) and high level stakeholder engagement experience including the ability to build strong networks with DIBP’s service providers, contractors and also local organisations.</p> <p>The role requires the incumbent to work flexible hours and be available for on-call arrangements, and in the case of emergency may need to deploy urgently at other times besides the previously indicated 8 week deployment blocks.</p> <p>Specific Duties:</p> <p><u>Stakeholder engagement</u></p> <ul style="list-style-type: none"> • Build and maintain professional and productive relationships with key stakeholders 	

including local government officials;

- Clearly understand and communicate the departments goals and priorities;
- Attend pre-construction and construction meetings, taking notes on areas that may present a future problem and escalate to the NatO Project Manager;
- Build and maintain relationships with private businesses on Nauru and Manus Island as a contact point to assist DIBP on various projects;
- Attend meetings as required with host government agencies.

Leadership

- contribute to planning, management and reporting functions for current and new infrastructure projects and facilities management activities.

Operations

- Interpret and develop a thorough knowledge of work scope, plans and specifications and monitor and report progress against programme schedules;
- Implement a high standard of quality control for each project assigned;
- Assist as required, the NatO Project Manager to review project progress claims and invoicing;
- Oversee staff and service provider accommodation which includes department owned accommodation, hotel accommodation arrangements and privately leased housing.
 - construction of temporary and permanent accommodation and facilities at the OPCs
 - construction of new accommodation for staff
- Facilitate on-island departmental IT requirements with the appropriate service providers.
- Escalate construction/infrastructure issues locally to National Office regularly through daily reporting and teleconferences;
- Duties on deployment as required at the direction of NatO Offshore Infrastructure and DIBP on-site lead.
- Manage the commissioning, due diligence, processes and inspections prior to hand over of new infrastructure with construction contractors and stakeholders.
- Monitor the facilities management of the service provider on site in consultation and collaboration with the Service Delivery lead and the Garrison Support and Welfare section in National Office.

Position Description

Position Number: Classification: Job Title: Branch: Locations:	Various EL2 Program Coordinator Offshore Processing Operations Canberra/Nauru and PNG
<p>Overview:</p> <p>This position forms part of the “rolling swap” deployment model, as part of the Offshore Processing Operations branch. The incumbents are expected to continually rotate through periods of deployment, leave and work at National Office, in support of the Offshore Processing Centres. You will work with either the Nauru or Manus team. The role is available for a maximum of 12 months, at which time you will return to your previous work area.</p> <p>The role will consist of:</p> <ul style="list-style-type: none"> • 8 weeks deployment to the OPC • 3 weeks respite/TOIL leave • 5 weeks working in the operations team located at National Office <p>The Program Coordinator at an Offshore Processing Centre (OPC) has a critical role in managing the ongoing and effective relationships between a variety of stakeholders.</p> <p>As the senior DIBP representative (and on Manus, the senior Australian Government representative) at the OPC, the holder of this position will both manage the onsite relationship with the host government and local official representatives (such as police and immigration) and also be influential in managing DIBP's onsite relationship with contracted service providers, in order to maintain the good order of the centre.</p> <p>When working at National Office, you will form part of the leadership team within the relevant operations section where you will be expected to share your knowledge and skills obtained from your deployments, and to lead and contribute to the outcomes of the team.</p> <p>The role requires high level sensitivity to local political sensitivities and complex negotiation skills. It also requires leadership and management skills appropriate for staff living and working in a high stress environment in difficult conditions.</p> <p>Effective and diplomatic communication skills are required to undertake this role, with regular high level communication required with the Minister’s Office, senior DIBP staff (including the Secretary), DFAT, the host government and other key stakeholders (including representatives of foreign non-government organisations).</p> <p>The role requires the incumbent to work flexible hours and be available for on-call arrangements, and in the case of emergency may need to deploy urgently at other times besides the previously indicated 8 week deployment blocks.</p>	

To be successful in this role you have demonstrated high level stakeholder engagement experience including the ability to build strong networks with international organisations. You will have experience managing politically sensitive or complex stakeholder issues including the ability to negotiate with, and influence stakeholders. You will have sound people management skills including experience managing staff from diverse backgrounds.

The role reports through the director of the relevant operations team, to Assistant Secretary Offshore Processing Operations.

Specific Duties:

Stakeholder engagement

- Represent the department and Australia by promoting DIBP's business and objectives.
- Engage with, build and maintain productive relationships with host government officials, international organisations and the local community as well as with stakeholders within DIBP.
- Build strong and effective working relationships amongst the DIBP team and with other A-based agencies (e.g. DFAT, AFP, Defence and AusAID).
- Regularly report to National Office on host government and other stakeholder feedback relating to the OPC, highlighting areas of concern and reporting on any trends, emerging risks and/or developments which may impact on the operation of the DIBP team and the OPC.
- Respond to requests from areas within DIBP and other Commonwealth Agencies for information, intelligence and caseload statistics.
- Facilitate official visits to the OPC for Ministers, scrutiny bodies and other officials as requested by National Office.
- Support and attend community functions, initiatives and meetings as a representative of the department and Australia.
- Liaise closely and work in consultation with counterparts in the operations teams in NatO

Leadership

- Provide overarching coordination to DIBP's work at the OPC including providing strategic direction to the DIBP team through effective people leadership, engagement and performance management.
- Manage the team's resources by:
 - Ensuring appropriate care and support is provided to staff, including Infrastructure/Services and National Communications staff at the OPC.
 - Providing timely feedback to DIBP staff through informal mechanisms and formal performance agreements.
 - Promoting a commitment to participative, safe and healthy work practices free from harassment.
- Ensure compliance with the requirements of the Work Health and Safety (WHS) legislation, and timely reporting on all WHS-related issues.
- Manage budget and resources, ensuring overall budget is not exceeded.
- Take on a leadership and mentoring role within the operations team in NatO, when not on deployment.

Operations

- Ensure the delivery of policy in line with Operation Sovereign Borders mandates.

- Oversee the implementation of best practice fraud prevention methodology.
- Facilitate/oversee the coordination of more complex operational requirements as required.

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Position Description

Position Number: Classification: Job Title: Branch: Locations:	Various APS 5/6 Service Delivery Support Offshore Detention Services Nauru/PNG
<p>Overview:</p> <p>Under the direction of the Service Delivery Lead, the Service Delivery Support role is responsible in supporting the Service Delivery Lead in the oversight and coordination of all contractual service provision matters on site for all service providers including health. The Service Delivery Support role supports the management of three key areas- compliance with contracted service requirements, the performance of the service provider's under the contractual arrangements, and also as a liaison between service providers and DIBP.</p> <p>The role requires the incumbent to be flexible and adaptable as, depending on operational requirements, it will be necessary to work over a number of functions, roles and team.</p> <p>To be successful in this role you will have an understanding of service delivery, an understanding in contract and performance management, sound interpersonal skills and the ability to communicate effectively.</p> <p>The role requires the incumbent to work flexible hours and be available for on-call arrangements.</p> <p>Specific Duties:</p> <p><u>Stakeholder engagement</u></p> <ul style="list-style-type: none"> • Liaise with service providers and other stakeholders to achieve contractual outcomes. • Support the management of the performance framework onsite in accordance with contractual requirements, ensuring that services are delivered in accordance with all relevant contractual, best practice, safety and humanitarian obligations. <p><u>Leadership</u></p> <ul style="list-style-type: none"> • Provide support to the Service Delivery Lead relating to service providers and contractual matters. • Initiative to support departmental colleagues to achieve required outcomes, including paying particular attention to their wellbeing while on deployment. <p><u>Operations</u></p> <ul style="list-style-type: none"> • Support the Mediation and arbitrate low level disputes between service providers, while escalating issues that can't be addressed at a site level. 	

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- Liaise with and report back to National Office on service provider performance and issues.
- Conduct regular audits to ensure compliance with contracts and OPC guidelines.
- Regularly monitor and identify service issues, escalating to relevant areas as appropriate.
- Facilitate governance arrangements at the OPC.
- Provide secretariat support for governance meetings chaired by the department.
- Other duties as required.

Position Description

Position Number: Classification: Job Title: Branch: Locations:	Various EL1 Service Delivery Lead (EL1) Offshore Detention Operations Nauru and PNG
<p>Overview:</p> <p>The Service Delivery Lead is responsible for all oversight and coordination of all contractual service provision matters on site for all service providers. The Lead role broadly manages two key areas- the performance of the service provider's under the contractual arrangements, and also as a liaison between service providers and DIBP.</p> <p>The role requires the incumbent to be flexible and adaptable as, depending on operational requirements, it will be necessary to work over a number of functions, roles and team.</p> <p>To be successful in this role you will have demonstrated service delivery experience, sound relationship management and liaison skills and the ability to communicate effectively.</p> <p>The role reports to the EL 2 DIBP Lead.</p> <p>Specific Duties:</p> <p><u>Stakeholder engagement</u></p> <ul style="list-style-type: none"> • Liaise with service providers and other stakeholders to achieve contractual outcomes. • Implement and manage the performance framework onsite in accordance with contractual requirements, ensuring that services are delivered in accordance with all relevant contractual, best practice, safety and humanitarian obligations. <p><u>Leadership</u></p> <ul style="list-style-type: none"> • Liaise and provide support to the DIBP Lead and the host government relating to service providers and contractual matters. <p><u>Operations</u></p> <ul style="list-style-type: none"> • Mediate and arbitrate low level disputes between service providers, while escalating issues that can't be addressed at a site level. • Liaise with and report back to National Office on service provider performance and issues. 	

Job Title: EOI: APS 5/6 - Manus Island (PNG) and Nauru - Status Resolution Officer - Offshore Deployment

Classification: APS 5/6
 Location: Manus Island (PNG) and Nauru
 Division: Compliance Operations and Detention
 Branch: Offshore Processing Operations
 Section: Status Resolution
 Salary: \$67,638 to \$85,301
 Contact Officer: s. 22(1)(a)(ii)

Period of Vacancy

13 Week Deployments

Who Can Apply

If you are an ongoing DIBP employee you are eligible to apply for the EOI with the support of your Director. Please note that placements at level will be pursued as a priority over Higher Duties arrangements. Applications for roles more than one level above your substantive level will not be accepted at this time (consistent with the APSC Interim Recruitment arrangements).

Applications Close

This Expression of Interest will remain open for the foreseeable future, with applications downloaded and assessed regularly. The first applications will be downloaded at midnight on 16 December 2014.

Position Overview

There are a number of Status Resolution Officer roles that require filling at Manus Island (PNG) and Nauru Offshore Processing Centres at the APS 5 and APS 6 classifications. Expressions of interest are sought from candidates willing to undertake these challenging roles via 13 week deployments.

Specific Duties

Status Resolution officers are based at the Offshore Processing Centres (OPCs) on Manus Island (PNG) and Nauru. Their primary role is to engage with transferees to clarify their pathway options and to promote assisted voluntary outcomes. Status Resolution Officers work closely with the International Organization for Migration (IOM) and other stakeholders to facilitate voluntary departures.

Status Resolution Officers will also work with stakeholders and host government enforcement authorities to assist with planning and progressing removal of transferees found not to be owed protection.

Skills/Qualifications Required

Working at OPCs can be a challenging and rewarding experience. If you are a strong communicator, have the confidence and capability to engage closely with transferees and stakeholders as a DIBP representative, enjoy working in remote environments, and are flexible and adaptable, then this EOI provides an opportunity for you to be considered for a temporary deployment.

Removals experience and/or a solid working knowledge of status resolution processes will be very highly regarded.

Training for Deployment

If you are rated suitable and offered a deployment you will need to attend mandatory training.

Mandatory training is as follows:

- Deployment Skills Training - 3 days
- IDF Leadership Training - 1 day (APS 6s only)
- Status Resolution Officer Pre-Deployment Training - 1 day

Please note: Mandatory Training (including periods) are subject to change.

Medical and Resilience Requirements

To be eligible to undertake deployments, applicants must successfully complete a medical assessment and resilience assessment to determine suitability to work in remote environments.

How to Apply

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Document 8

Prior to preparing your response you should refer to the department's Capability Development Framework. Before submitting your application it is recommended that you update your CV. As ourPeople relies on HTML, the word count in Microsoft Word and other programs may not match the character limit in ourPeople. OurPeople will count standard alphabet characters (A-Z, 0-9), special characters (e.g.,./-*) and spaces are counted as 1 character. Dot points and carriage returns are counted as 2 characters. Check your character count here.

Selection Criteria

Please provide a maximum 2500 character response to each question.

1. Give us an example of a time when you showed initiative to overcome a challenging or complex problem which was new to your work area (Achieves Results; Displays Personal Drive and Integrity).
2. Give us an example of a time when you had to explain technical immigration information to a client to inform a difficult decision for them (Communicates with Influence; Demonstrates Professional or Technical Proficiency).
3. Give us an example of a time when you worked to create a culture of co-operation with stakeholders, while maintaining focus on departmental priorities (Contributes to Strategic Thinking; Supports Productive Working Relationships)

Your responses to the eligibility criteria will be assessed by a panel. You may also be interviewed and/or asked to complete a work sample. Your referees will be contacted to verify your claims.

If you are found suitable, there is an appropriate position available into which to deploy you, and you meet medical/resilience requirements (as per above) we will seek your release for deployment and training prior to offering you the deployment in question. If there is not currently a vacant position, you will remain on our register for 12 months; however we may still offer you training if there are places available.

Finally, you are required to confirm that you have discussed your application for the EOI with your Director and you have his/her in-principle approval to attend requisite training and deploy for the specified period.

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Job Title: EOI - EL1 - ACT - Settlement Officer Nauru - Short Term Mission Register (Pool)

Position number: 0
 Classification: EL1
 Location: ACT-Canberra
 Division: Community Programmes and Children
 Branch: Offshore Settlement
 Section: Nauru
 Salary: \$104,800 to \$115,836
 Security clearance: Baseline
 Period of vacancy: 12 months
 Number of vacancies: n/a

Applications close: Friday 30th January 2015 at 11:59PM - AEST. Late applications will not be accepted.

Contact Officer: s. 22(1)(a)(ii)

Who can apply: Applications are sought from ongoing substantive EL 1 staff. Ongoing staff at other levels with relevant experience seeking higher duties may also be considered.

Overview:

The Department is seeking to deploy officers to the Republic of Nauru, to provide assistance to the Host Government in the ongoing management of their refugee settlement program. The deployments will be for a period of 8 weeks.

Living and working in Nauru can be a very rewarding part of your career. The work you will be undertaking is integral to the achievement of the department's goals in supporting the work of Operation Sovereign Borders.

Placements will be at the APS 6 and EL 1 level. Officers expressing interest in deployment are generally required to substantively be at the APS 6 or EL 1 level, although Higher Duties may be considered based on operational requirements.

The purpose of this document is to provide potential applicants with background information on the expectations, roles and responsibilities of a placement in Nauru, to enable them to make an informed decision in registering for deployment.

We recommend you read the Nauru: A Living and Working Guide in conjunction with this document.

General Requirements for all deployments

Release from duty: We recommend you speak with your Manager prior to putting yourself on this register. While we will endeavour to provide sufficient notice ahead of deployment to successful candidates, operational requirements may require staff deployment at short notice.

Period of deployment: 8 weeks. Opportunities for extension may arise based on operational requirements.

Medical and Resilience Requirements: Applicants will be required to undergo a medical clearance and resilience test to determine suitability for remote locality deployment.

Security Clearance: Applicants must have baseline clearance and be willing to obtain a clearance at the Secret Level if required.

Passport & Nationality: Applicants must be Australian citizens and will travel to Nauru on an official Australian passport. The department will apply for a passport on your behalf. You will also need to have a valid personal Australian passport.

Training: Successful applicants will be provided with the necessary pre-deployment training.

Additional Leave Entitlement: Officers returning from an 8 week deployment will be entitled to a period of 3 weeks paid leave immediately following their deployment.

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Conduct: Departmental staff are expected to display behaviours consistent with the APS Code of Conduct while on deployment.

Disclosure: Where applicable, please contact the officer below to declare any potential (or actual) conflicts of interest before you apply for placement on Nauru.

Overview of the role

Staff at this level are expected to provide leadership, promote the department and the Australian Government's values in assisting the Government of Nauru in managing the day-to-day business of their Resettlement program.

This will involve strategic management of workflow and sharing responsibility of the operational workload with the APS 6 Settlement Officer.

Staff at this level work under the broad direction of an EL2 officer based in Nauru or National Office.

The role involves a high degree of strategic planning and close liaison with operational and policy areas in National Office and assistance in providing subject matter expertise with complex matters ranging from transferee/refugee issues, infrastructure advice and liaising with officials from the Government of Nauru.

Officers may also be required to prepare reports and undertake other forms of analysis on business requirements in Nauru, as requested by National Office.

Staff will possess a high level of capability. They will be able to demonstrate a sound and thorough understanding of the role and responsibilities of the department and Australian Government in assisting the Government of Nauru in the management of their settlement program.

Characteristics of the work

Assist in building the capacity and capability of the Host Government, in the management of their settlement program, including:

- Working flexibly and adaptably in a high pressure and remote environment;
- Engaging with, building and maintaining productive relationships with host government officials, international organisations, service providers and the local community as well as with stakeholders within the Department;
- Liaising with service providers engaged on behalf of the Host Government, to monitor quality assurance, compliance and best practice initiatives in the provision of settlement services;
- Delivery of strategic messaging to the transferee/refugee population in Nauru;
- Reporting and planning on business continuity matters, critical incident reporting - including identifying and ensuring appropriate escalation of high profile/sensitive issues;
- Reporting on trends, client service developments and outcomes of relevance to the Australian Government's work in Nauru;
- Identifying, assessing and managing risk in the context of a high integrity environment;
- Giving effect to change processes instituted by the Department's senior management team to assist the Host Government in achieving the objectives of the settlement program;
- Liaising with departmental A-based officers in Suva to ensure consistency (and minimal duplication) in strategic messaging to the Host Government;
- Promoting a commitment to workplace diversity principles and practices and participative, safe and work practices free from harassment;
- Liaising with other Australian Government agencies delivering services on behalf of the Host Government; and
- Other matters as required by National Office.

How to apply

Please provide a statement of claimst against the beow criteria with a maximum of 3000 characters per question.

1. Contributes to strategic thinking

Give an example that demonstrates your ability to consider long-term consequences in planning and decision making in a client service environment. In your answer, please ensure you address the following:

- What was the situation and what was your role?
- What planning and decision making were you involved in?

- What long term consequences did you need to consider?
- How did you integrate these into your final decisions about client service provision?
- What did you learn in this situation and how might you apply this in the role that you have applied for?

2. Achieves results

Describe a situation in which you have collaborated with others to contribute your joint expertise to a project. In your answer please address the following:

- What was the nature of the project?
- What was your role?
- What were the outcomes you were trying to achieve?
- How did you bring staff on board? How did you make use of their expertise?
- How did you integrate the contributions made by the various collaborators?
- What was the outcome with respect to the project?
- What did you learn and how would you make use of this in the role you've applied for?

3. Supports productive working relationships

Provide an example of a time when you have been required to represent the views of an organisation when dealing with others in a client service area. In your answer, please ensure you address the following:

- What was the situation and what role were you performing?
- Who were you dealing with and what specific views of the organisation were relevant?
- What did you have to keep in mind when representing the organisation?
- How did you ensure that your actions aligned with client service objectives?

4. Exemplifies personal drive and integrity

Describe a situation in which you have adjusted your original approach to a problem based on your consideration of the risks involved?

Describe a situation in which you have recognised the need to adopt a realistic perspective when addressing on a particular problem or issue?

5. Communicates with influence

Give an example of a time when you took steps to ensure that others opinions were recognised and taken into account.

Provide an example of a time when you have had to anticipate another party's opposition to an issue or position prior to a discussion about the issue?

6. Demonstrates professional proficiency

Provide an example of a time when you have researched professional or technical methodologies and practices to ensure that you provided the best or most up to date advice.

Provide an example of a time when you have used your professional or technical expertise to identify and address a problem.

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Job Title: EOI - APS6 - ACT - Settlement Officer Nauru - Short Term Mission Register (Pool)

Position number: 0
 Classification: APS6
 Location: ACT-Canberra
 Division: Community Programmes and Children
 Branch: Offshore Settlement
 Section: Nauru
 Salary: \$76,188 to \$87,806
 Security clearance: Baseline
 Period of vacancy: 12 months
 Number of vacancies: n/a

Applications close: Friday 30th January 2015 at 11:59PM - AEST. Late applications will not be accepted.

Contact Officer: s. 22(1)(a)(ii)

Who can apply: Applications are sought from ongoing substantive APS 6 staff. Ongoing staff at other levels with relevant experience seeking higher duties may also be considered.

The Department is seeking to deploy officers to the Republic of Nauru, to provide assistance to the Host Government in the ongoing management of their refugee settlement program. The deployments will be for a period of 8 weeks.

Living and working in Nauru can be a very rewarding part of your career. The work you will be undertaking is integral to the achievement of the department's goals in supporting the work of Operation Sovereign Borders.

Placements will be at the APS 6 and EL 1 level. Officers expressing interest in deployment are generally required to substantively be at the APS 6 or EL 1 level, although Higher Duties may be considered based on operational requirements.

The purpose of this document is to provide potential applicants with background information on the expectations, roles and responsibilities of a placement in Nauru, to enable them to make an informed decision in registering for deployment.

We recommend you read the Nauru: A Living and Working Guide in conjunction with this document.

General Requirements for all deployments

Release from duty: We recommend you speak with your Manager prior to putting yourself on this register. While we will endeavour to provide sufficient notice ahead of deployment to successful candidates, operational requirements may require staff deployment at short notice.

Period of deployment: 8 weeks. Opportunities for extension may arise based on operational requirements.

Medical and Resilience Requirements: Applicants will be required to undergo a medical clearance and resilience test to determine suitability for remote locality deployment.

Security Clearance: Applicants must have baseline clearance and be willing to obtain a clearance at the Secret Level if required.

Passport & Nationality: Applicants must be Australian citizens and will travel to Nauru on an official Australian passport. The department will apply for a passport on your behalf. You will also need to have a valid personal Australian passport.

Training: Successful applicants will be provided with the necessary pre-deployment training.

Additional Leave Entitlement: Officers returning from an 8 week deployment will be entitled to a period of 3 weeks paid leave immediately following their deployment.

Released by DIBP under the
Freedom of Information Act 1982

Conduct: Departmental staff are expected to display behaviours consistent with the APS Code of Conduct while on deployment.

Disclosure: Where applicable, please contact the officer below to declare any potential (or actual) conflicts of interest before you apply for placement on Nauru.

Overview of the role

Staff at this level work under the direction of an Executive Level 1 Officer and undertake a broad range of job functions and roles - working in close liaison with colleagues in Nauru and in National Office.

As an APS Level 6 Settlement Officer, you will operate with a considerable degree of independence and be required to determine priorities and workflow. You will also be required to provide high level management of Service Providers contracted by the Australian government on behalf of the Government of Nauru.

The role also involves strategic planning and close liaison with operational and policy areas in National Office and may be required to provide assistance in the management of transferee/refugee issues, infrastructure advice and liaising with officials from the Host Government.

Officers may also be required to prepare reports and undertake other forms of analysis on business requirements in Nauru, as requested by National Office.

Staff will possess a high level of capability. They will be able to demonstrate a sound and thorough understanding of the role and responsibilities of the department and Australian Government in assisting the Host Government in the management of their refugee settlement program.

Characteristics of the work

Assist in building the capacity and capability of the Host Government, in the management of their settlement program, including:

- Working flexibly and adaptably in a high pressure and remote environment;
- Engaging with, building and maintaining productive relationships with host government officials, international organisations, service providers and the local community as well as with stakeholders within the Department;
- Liaising with service providers engaged on behalf of the Host Government, to monitor quality assurance, compliance and best practice initiatives in the provision of settlement services;
- Developing and delivering appropriate training to service delivery providers;
- Monitoring and reporting on trends, developments and outcomes of relevance to the Australian Government's work in Nauru;
- Delivery of strategic messaging to the transferee/refugee population in Nauru;
- Identifying, assessing and managing risk in the context of a high integrity environment;
- Giving effect to change processes instituted by the Department's senior management team to assist the Host Government in achieving the objectives of the settlement program;
- Promoting a commitment to workplace diversity principles and practices and participative, safe and work practices free from harassment;
- Liaising with other Australian Government agencies delivering services on behalf of the Host Government; and
- Other work as required by National Office.

How to apply:

Please provide a statement of claims against the below criteria with a maximum of 3000 characters per question.

1. Contributes to strategic thinking

Describe a situation that demonstrates your ability to align client service practices and processes with the wider strategic objectives of the organisation. In your answer, please ensure you address the following:

- What was the situation and what was your role?
- What were the particular practices and processes involved?
- How did you ensure that these were aligned with the wider strategic objectives of the organisation?
- How did you assess the effectiveness of your approach?

2. Achieves results

Give an example of a time when you developed a solution to an ongoing problem. In your answer please address the following:

- What was the situation?
- What was your role in the work area?
- What was the nature of the ongoing problem?
- What was the solution you developed and how did it target the problem?
- What was the result? How effective were your actions in resolving the ongoing problem?

3. Supports productive working relationships

Provide an example that demonstrates your ability to listen to, understand and recognise a client's viewpoint in order to satisfy their specific needs. In your answer, please ensure you address the following:

- What was the situation and what role were you performing?
- Who was the client involved?
- What strategies did you use to ensure that you understood and recognised their viewpoint?
- What were their specific needs and where you successful in meeting these?

4. Displays Personal Drive and Integrity

Describe a situation in which you have demonstrated your capacity to be resilient to difficult circumstances at work? Describe a situation in which you have demonstrated your commitment to achieving outcomes or objectives in a client service area?

5. Communicates with influence

Give us an example of a time when you had to make sure you were able to adopt an informed and credible position on an issue? Describe a time when you had to lead a group discussion that involved the expression of diverse viewpoints?

6. Demonstrates technical proficiency

Describe a situation in which you have provided specialist or technical advice to an external organisation or to another work area? Describe a situation in which you have drawn upon your specialist or technical knowledge to propose a new or innovative idea in your work area

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