

Role Description

Discovery Guide (Identified)



Cluster	Climate Change, Energy, The Environment and Water
Agency	Department of Climate Change, Energy, the Environment and Water (DCCEEW)
Division/Branch/Unit	Environment & Heritage / National Parks & Wildlife Service
Location	Various
Classification/Grade/Band	Interpretive Assistant
ANZSCO Code	451412
PCAT Code	1119192
Date of Approval	April 2019 (updated June 2021; updated October 2022)
Agency Website	www.dcceew.nsw.gov.au & www.nationalparks.nsw.gov.au

Ensuring a sustainable NSW through climate change and energy action, water management, environment and heritage conservation and protection.

Who we are

The NSW Department of Climate Change, Energy, the Environment and Water (DCCEEW) works to protect the state's environment and heritage. It leads the way on climate change, driving the sustainable transition to a net zero economy, powered by affordable, reliable, and clean energy.

NSW DCCEEW conserves and protects the state's natural environment. It manages the NSW national park estate, including its rich and diverse biodiversity and Aboriginal cultural heritage for future generations. DCCEEW also ensures sustainable management of water resources across the state, to support the environment, communities and industry.

We acknowledge the ongoing custodial responsibilities of the Aboriginal peoples of NSW to care for Country and water and are committed to establishing meaningful partnerships with Aboriginal peoples in the management of the environment.

National Parks & Wildlife Service overview

National Parks & Wildlife Service (NPWS) is one of the world's oldest and most respected national parks agencies. We manage more than 890 national parks and reserves, covering over 7.6 million hectares or 9.5% of the landmass of NSW ranging from rainforests and towering eucalypt forests to rich woodlands, spectacular deserts and precious alpine systems. We deliver effective conservation for our biodiversity and cultural heritage and provide world class visitor experiences for the whole community to enjoy. We carry out fire management, threatened species conservation, land and infrastructure management, sustainable tourism and visitation, and research and education programs. We work together with Aboriginal communities to manage and protect our parks on behalf of the people of NSW.

Primary purpose of the role

Deliver local *Discovery* interpretive activities of guided tours and talks which fosters community awareness, appreciation and understanding for conserving the state's natural and cultural heritage, and the role of the Department of Planning & Environment and the National Parks & Wildlife Service, as part of a state-wide coordinated education program. The role also supports and promotes positive relations with local Aboriginal communities.

Key accountabilities

- Deliver programmed activities, primarily guided tours of a specific cultural site or environmental precinct and formal classroom presentations that have an accurate educational basis, promoting community awareness, understanding and enjoyment of cultural and/or natural heritage, and to provide interesting and relevant insights and interpretation of the area, to enhance visitor experience.
- Promote visitor awareness, understanding and appreciation of historic and/or natural aspects of estate in the Region; monitor, evaluate and report on guided activities consistent with the policy and procedural guidelines.
- Identify and recommend improvements to the delivery of tours, customer services; provide advice on visitation surveys and tour participation statistics
- Collect monies from sales and tour bookings and undertake administrative duties associated with tour operations.
- Assist with the preparation of interpretive materials (including displays), and make recommendations on stock ranges and qualities, displays, product prices and marketing ideas as appropriate; assist in visitor information centre or museum as required.
- Identify and report on maintenance requirements in regard to equipment and the work environment to ensure adequate supplies and risk management and implement remedial actions.

Key challenges

- Delivering guided activities that have a strong interpretation and education base, generate curiosity and are thought provoking and interesting, to present a positive image of the organisation and its objectives to the public.
- Building knowledge of relevant sites and appropriately imparting that knowledge that is factual, accurate and relevant to groups who may range through all levels of age and understanding.
- Adapting individual tours according to the needs and ability of the participants, and having an understanding of minimal impact and bush safety principals and dealing with an unpredictable work environment during busy periods and maintaining a high level of professional customer service for all visitors.

Key relationships

Who	Why
Internal	
Supervisor	<ul style="list-style-type: none"> • Receive broad guidance, provide advice and exchange information
NPWS Staff	<ul style="list-style-type: none"> • Collaborate on cross branch assignments and exchange information
External	
Tour Participants and Visitors	<ul style="list-style-type: none"> • Answer questions, promote the Discovery program and its objectives, seek feedback. Sensitivity to local cultural issues is especially required when communicating with Aboriginal communities. • Provide information and advice to park visitors in respect to natural and cultural heritage, park facilities, park usage and related issues to facilitate customer relations

Role dimensions

Decision making

The Discovery Guide works with minimal supervision and is required to use initiative within established policies/guidelines. The position represents the public face of the Organisation and the front-line delivery of the organisation's interpretation and education programs.

Reporting line

The Discovery Guide reports to the Discovery Coordinator or Discovery Visitor Centre Manager

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Practical experience in interpretive and educational guiding or in delivering training or class room experiences.
- Understanding of the role of the Department, and a broad knowledge of the natural values and cultural history of the local area.

Essential requirements

- This is an Identified role under Section 14d of the Anti-Discrimination Act 1977 and as such Aboriginality is an essential requirement of the role.
- Aboriginal identified positions are developed where Aboriginal identity, cultural knowledge or connections are a genuine aspect of the role. Positions are specifically noted under the provisions of the NSW Anti-discrimination Act (1977) for Aboriginal people who meet the following criteria:
 - is of Aboriginal and/or Torres Strait Islander descent, and
 - identifies as an Aboriginal and/or Torres Strait Islander person, and
 - is accepted as a such by the Aboriginal and/or Torres Strait Islander community.
- Sensitivity to and understanding of Aboriginal Culture and an excellent understanding of Aboriginal community governance and structures.
- Current Working with Children check
- Senior First Aid certificate

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
 <p>Personal Attributes</p>	<p>Act with Integrity</p> <p>Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly 	Intermediate
 <p>Results</p>	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others' health and safety • Escalate issues when these are identified • Follow government and organisational record-keeping requirements 	Foundational
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective planning, coordination and control methods</p>	<ul style="list-style-type: none"> • Understand project goals, steps to be undertaken and expected outcomes • Plan and deliver tasks in line with agreed project milestones and timeframes • Check progress against agreed milestones and timeframes, and seek help to overcome barriers • Participate in planning and provide feedback on progress and potential improvements to project processes 	Foundational

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.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational