

Role Description

Senior Overseer

Agency	Justice	
Division/Branch/Unit	Corrective Services NSW (CSNSW), Offender Management, Corrective Services Industries (CSI)	
Location	Sydney and Regional NSW	
Classification/Grade/Band	Senior Overseer	
Role Number	Various	
ANZSCO Code	399999	
PCAT Code	1119192	
Date of Approval	13 February 2015 (updated 14/12/18)	Ref: CS0154
Agency Website	http://www.justice.nsw.gov.au/corrective-services	

Primary purpose of the role

Provide leadership and mentoring to Overseers and supervise and develop inmates through managing, coaching, instructing and encouraging them, as members of a team, in order that they may improve their work skills, enhance their post-release employment prospects and contribute productively to Business Unit objectives.

Plan, schedule and oversee the activities of the team to ensure productivity efficiency and other commercial objectives are achieved, and that quality and safety requirements and customer needs are met.

Key accountabilities

- Lead and direct the activities of work teams and appraise the performance of supervised staff and provide counsel and feedback to ensure organisational and personal development objectives are achieved.
- Participate in planning and reviewing quality and continuous improvement processes.
- Supervise, coach, train, instruct and work with inmates to develop their work skills whilst creating and replicating a real workplace environment.
- Provide and promote detailed input to case management through the Work Readiness Program.
- Ensure Duty of Care and compliance with relevant CSNSW and CSI policies, practices, procedures and probity requirements.
- Manage budget and resources efficiently and effectively to achieve planned outcomes.
- Create and maintain a safe working environment for staff, contractors, inmates and visitors to comply with Work Health & Safety legislation.

Key challenges

- Achieving commercial production standards in the areas of quality and efficiency given the limited skills and work experience that inmates may bring to the workplace, in accordance with integrated program delivery expectations.
- Ensuring compliance with all relevant legislation, business systems, policies and standards.
- Ensuring the Workplace health, safety and security of all stakeholders given the often unpredictable nature of the correctional environment.

Key relationships

Who	Why
Internal	
Manager of Industries	<ul style="list-style-type: none">• Escalate issues, keep informed, advise and receive instructions.• Ensuring the security and work health and safety requirements and processes are adhered to.• Liaise with in relation to all aspects of Inmate employment.
Customers	<ul style="list-style-type: none">• Provision of goods and services, ensuring they meet quality standards and customer expectations.
Centre Staff	<ul style="list-style-type: none">• Ensure security and integrated program delivery expectations are met.
Work Team	<ul style="list-style-type: none">• Provide direction and manage performance.• Review work and proposals of team members.• Obtain the work group perspective and share information.
External	
Customers and Suppliers	<ul style="list-style-type: none">• Monitor provision of service to ensure compliance with contracts and service agreements.• Actively seek new business development opportunities
Inmates (of all classifications, physical and intellectual disabilities and differing skill levels)	<ul style="list-style-type: none">• Supervision, coaching, training and instructing.

Role dimensions

Decision making

Make decisions about the work methods, safety practices and priorities to meet agreed product or service delivery targets. The role negotiates and resolves service issues with clients to achieve agreed outcomes.

Reporting line

Manager Business Unit or Manager Industries.

Direct reports

Overseers

Budget/Expenditure

Nil

Essential requirements






- Current Certificate III in Correctional Practice or capacity to complete Certificate III in Correctional Practice in accordance with specified CSNSW timeframes.
- Current NSW driver's license and preparedness to drive a vehicle in the course of performing the role.
- Relevant trade qualifications

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	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Intermediate
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond in a reasonable way • Work through challenges • Stay calm and focused in the face of challenging situations
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<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 when they are speaking and ask appropriate, respectful questions • Monitor own and others' non-verbal cues and adapt where necessary • Prepare written material that is well structured and easy to follow by the intended audience • Communicate routine technical information clearly
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided 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	<ul style="list-style-type: none"> • 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
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels

Group and Capability	Level	Behavioural Indicators
Business Enablers Finance	Intermediate	<ul style="list-style-type: none"> • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly <hr/> <ul style="list-style-type: none"> • Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending • Take account of financial and budget implications, including value for money in planning decisions • Present basic financial information to a target audience in an appropriate format • Understand financial audit, reporting and compliance obligations and the actions needed to satisfy them • Display an awareness of financial risk and exposure and solutions to address these
People Management Manage and Develop People	Intermediate	<ul style="list-style-type: none"> • Ensure that roles and responsibilities are clearly communicated • Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks • Develop team capability and recognise and develop potential in people • Be constructive and build on strengths when giving feedback • Identify and act on opportunities to provide coaching and mentoring • Recognise performance issues that need to be addressed and work towards resolution of issues
People Management Optimise Business Outcomes	Intermediate	<ul style="list-style-type: none"> • Develop team/unit plans that take into account team capability and strengths • Plan and monitor resource allocation effectively to achieve team/unit objectives • Ensure team members work with a good understanding of business principles as they apply to the public sector context • Participate in wider organisational workforce planning to ensure the availability of capable resources