

ROLE DESCRIPTION

Community Corrections Officer - Senior Community Corrections Officer

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| Cluster | Department of Justice, |
| Division/Branch/Unit | Corrective Services NSW , Community Corrections |
| Location | Various |
| Classification/Grade/Band | Clerk Grade 5/6 to 7 |
| ANZSCO Code | 411714 |
| Role Number | Various |
| PCAT Code | 1119192 |
| Date of Approval | 30/5/2014 (Updated October 2016) |
| Agency Website | http://www.justice.nsw.gov.au/corrective-services |

Primary purpose of the role

Provide professional advice and services including reports and advice to courts, releasing authorities and other statutory bodies; professional case management and supervision of offenders in a community and custodial environment; facilitation of offender management programs and other specialist offender programs including Community Service Orders, to maximise correctional/rehabilitative opportunities so that the impacts of crime on the community are reduced.

Key accountabilities

Community Corrections Officer:

- Provide advice and direct offenders to appropriate community based offender management programs or interventions taking into consideration an individual's risk, needs and responsivity which support the principles of Throughcare.
- Compile detailed and comprehensive offender profiles to assist in assessment and decision making process.
- Prepare reports to Courts, State Parole Authority and other judicial bodies in relation to sentencing and release options, progress on orders and to provide other pertinent information as required.
- Develop, implement and monitor an individualised case plan that identifies long and short term goals and strategies for an offender's supervision period.
- Initiate, as appropriate, breach reports, instruct legal representatives and provide documentary and written evidence on oath to enforce community based sentencing orders.
- Maintain a working relationship; liaise with external agencies and refer individuals to programs and services.
- Use interviewing techniques to assist offenders to understand the causes and consequences of their offending behaviour and to develop skills to change behaviour and attitudes.
- Co-facilitate offender programs.

Senior Community Corrections Officer:

The role incorporates the duties identified within the Community Corrections Officer role, with the addition of:

- Manage a caseload of more complex offenders
- Perform a quality assurance role in relation to offender management, for example, by contributing to local implementation of offender management standards, Key Performance Indicators (KPIs), and policy; and involvement in peer reviews against operational standards
- Provide professional mentoring and support to Community Corrections Officers
- Review and approve case plans and assessments
- Vet reports prepared for court and releasing authorities.
- Provide guidance, on the job training and professional development for Community Corrections Officers (with the exception of first year trainee officers), with responsibility for the satisfactory performance of officers under their professional supervision. This includes ensuring that CCOs under their supervision provide offenders on their case load with hours of intervention and offender related work equivalent to the hours allocated under the workload model, and comply with Corrective Services NSW policy and standards;
- Undertake caseload reviews with Community Corrections Officers;
- Assist Community Corrections Officers to plan and manage their workload, including home visits;
- Contribute to, and assist the Community Corrections Office/Parole Unit to achieve its monthly Key Performance Indicators.
- Perform the co-facilitation role in relation to offender programs.

For further information please refer to *the Community Corrections Duties and Progression Criteria Agreement - Issued 13 March 2014*, available from <http://dcs-intranet.online.dcs.nsw.gov.au/Organisation/strategic-policy-and-planning/workplace-relations/new-main-page/conditions-of-employment/?a=314902:0>

Key challenges

Community Corrections Officer:

- Conducting professional interactions with offenders, individually and in a group setting, within both a custodial and community setting.
- Scarcity of appropriate community based services and programs to meet the needs of offenders.
- Effectively case managing offenders given the frequent changes in their circumstances and behaviours and the need for ongoing assessment and detailed understanding of their history and background to determine appropriate strategies and interventions.
- Making decisions about breach actions in situations of non-compliance given the need to balance risks and needs of offenders with individual and community safety.

Senior Community Corrections Officer - additional challenges:

- Coping with operational difficulties arising from the management of more complex offenders.
- Coping with conflict arising from the professional supervision of Community Corrections Officers, who otherwise do not report formally to this role.
- Assuming quality assurance responsibility.

Key relationships

| Who | Why |
|-------------------------------|--|
| Internal | |
| Community Corrections Manager | For management, leadership, guidance, support. |
| Unit Leader | For operational reporting, leadership, guidance, support. |
| External | |
| Community Organisations | Concerning appropriate management of community based offenders |

| Who | Why |
|------------------------|--|
| Government Agencies | Concerning appropriate management of community based offenders |
| Magistrates / Courts | Concerning appropriate management of community based offenders |
| NGOs | Concerning appropriate management of community based offenders |
| Police | Concerning appropriate management of community based offenders |
| State Parole Authority | Concerning appropriate management of community based offenders |

Role dimensions

Decision making

Decision making is in accordance with the parameters of the key accountabilities and role.

Reporting line

This role reports to a Unit Leader.

Direct reports

Community Corrections Officers have no direct reports.

Senior Community Corrections Officers may provide professional mentoring and support to Community Corrections Officers.

Budget/Expenditure

This role has no budget/expenditure delegations.

Essential requirements

Community Corrections Officer:

- Demonstrated skills in conducting background enquiries, analysing information including assessment of risks, related needs and the capacity to draw relevant conclusions in the development of case plans and reports.
- Understanding of the NSW criminal justice system and outcome focused case planning and case management skills.
- Experience in promoting, influencing, negotiating and monitoring appropriate behaviour and knowledge of or experience in group work facilitation.
- Current driver's licence and have a willingness/ability to drive within NSW.

Senior Community Corrections Officer:





Progression to Senior Community Corrections Officer is by way of approval of a formal application confirming fulfilment of criteria as per *the Community Corrections Duties and Progression Criteria Agreement - Issued 13 March 2014*, available from <http://dcs-intranet.online.dcs.nsw.gov.au/Organisation/strategic-policy-and-planning/workplace-relations/new-main-page/conditions-of-employment/?a=314902:0>

Capabilities for the role


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

Senior Community Corrections Officer (Additionally):

| | | |
|---|----------------------------------|--------------|
|  People Management | Manage and Develop People | Intermediate |
| | Inspire Direction and Purpose | Intermediate |
| | Optimise Business Outcomes | Intermediate |
| | Manage Reform and Change | Intermediate |

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 | Advanced | <ul style="list-style-type: none"> Stay calm and act constructively in highly pressured and unpredictable environments Give frank, honest advice in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through novel and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|---|----------|---|
| | | controversial issues |
| Personal Attributes Manage Self | Adept | <ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate a high level of personal motivation |
| Relationships Communicate Effectively | Advanced | <ul style="list-style-type: none"> • Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats |
| Relationships Influence and Negotiate | Adept | <ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict |
| Results Think and Solve Problems | Adept | <ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness |
| Results Demonstrate Accountability | Adept | <ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|--|
| | | <p>achieving organisational outcomes</p> <ul style="list-style-type: none"> • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks |
| Business Enablers Technology | Intermediate | <ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |

Senior Community Corrections Officer (Additionally):

| | | |
|---|--------------|---|
| 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 |
|---|--------------|---|