

# Role Description

## Correctional Officer

Cluster	Justice
Agency	Justice
Division/Branch/Unit	Corrective Services NSW (CSNSW), Custodial Corrections, Correctional Centre
Location	Sydney Metropolitan and Regional NSW
Classification/Grade/Band	Correctional Officer – First Class Correctional Officer
Kind of Employment	Ongoing
Role Number	Various
ANZSCO Code	442111
PCAT Code	1119192
Date of Approval	19 February 2015
Agency Website	<a href="http://www.justice.nsw.gov.au/corrective-services">http://www.justice.nsw.gov.au/corrective-services</a>

### Primary purpose of the role

The Correctional Officer provides a high standard of continuous static and dynamic security in the containment and oversight of inmate / offender activities.

**(When the position has progressed to First Class Correctional Officer it is required to fill a mentor role for new officers, take charge in certain situations and is more likely to be rostered to more difficult situations)**

### Key accountabilities

- Perform, on a rotational shift roster, for a designated operational post / area, a range of duties to provide for the safety, security, welfare and rehabilitation of inmates / offenders in compliance with legislation, CSNSW policy and procedures (also during the transportation of inmates / offenders), including, but not limited to:
  - Conducting daily searches and musters to determine the continual presence of Inmates / offenders, and;
  - Locating and removing illegal and restricted substances and articles from inmates whilst undertaking searches.
  - Managing inmates' requests for service or escalating them as required.
- Supervise inmate / offender activities in their respective work and residential areas ensuring all activities, both directed and recreational, are conducted in accordance with the principles of fairness and equity and that efficient safe practices are employed to ensure maximisation of inmate security and duty of care, and minimisation of incidents and accidents.

- Undertake all custody related administrative duties within the area and provide clear and detailed reports to Senior Officers at the completion of shifts and as required in regard to daily occurrences to contribute to the continuity of the effective operation of the area.
- Prepare and maintain, for effective resolution of issues, all inmate / offender records relating to the designated area, including but not limited to case management, charges for offences committed during detention and related matters.

## Key challenges

- Responding to issues from culturally and linguistically diverse inmates / offenders.
- Coping with unscheduled and frequent personal contact with inmates / offenders who vary greatly in intellectual and physical ability and attitude.

## Key relationships

Who	Why
<b>Internal</b>	
Senior Correctional Officer 7D	<ul style="list-style-type: none"> <li>• To follow instructions of all senior personel and seek guidance when required to ensure the optimum performance of duties and the safe and secure operation of the centre.</li> </ul>
Assistant Superintendent & Senior Assistant Superintendent	<ul style="list-style-type: none"> <li>• To follow instructions of all senior personel and seek guidance when required to ensure the optimum performance of duties and the safe and secure operation of the centre.</li> <li>• Performance management to ensure performance meets an acceptable standard as well as continuous improvement.</li> <li>• Provide clear and detailed reports to Senior Officers at the completion of shifts and as required in regard to daily occurrences to contribute to the continuity of the operation of the area.</li> </ul>
Inmates	<ul style="list-style-type: none"> <li>• Maintain professional standards in all interactions with inmates in accordance with Departmental standards of development and confinement (including during the transportation of inmates / offenders).</li> </ul>

## Role dimensions

### Decision making

The role initiates appropriate action and uses judgment in alerting senior officers when danger is present. It provides clear and detailed reports on daily occurrences to senior officers at the completion of shifts for continuity of the effective operation of the area.

### Reporting line

Assistant Superintendent / Chief Correctional Officer/Senior Correctional Officer

## Essential requirements

Confirmed as a NSW Correctional Officer





Ability to drive official vehicles and possess an appropriate level of Driver Licence to meet all job requirements.

## 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](http://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	<b>Display Resilience and Courage</b>	<b>Foundational</b>
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	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
<b>Personal Attributes</b> Display Resilience and	Foundational	<ul style="list-style-type: none"> <li>• Be open to new ideas and approaches</li> <li>• Offer own opinion, ask questions and make suggestions</li> <li>• Adapt well to new situations</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Courage		<ul style="list-style-type: none"> <li>Do not give up easily when problems arise</li> <li>Stay calm in challenging situations</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> <li>Communicate routine technical information clearly</li> </ul>
<b>Results</b> Deliver Results	Foundational	<ul style="list-style-type: none"> <li>Complete own work tasks under guidance, within set budgets, timeframes and standards</li> <li>Take the initiative to progress own work</li> <li>Identify resources needed to complete allocated work tasks</li> <li>Seek clarification when unsure of work tasks</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>Understand information, communication and document control policies and systems, and security protocols</li> <li>Comply with policies on acceptable use of technology</li> </ul>