

## Role Description

# Senior Correctional Officer

Cluster	Justice
Division/Branch/Unit	Justice
Location	Corrective Services NSW (CSNSW)
Classification/Grade/Band	Senior Correctional Officer
ANZSCO Code	442111
Role Number	Various
PCAT Code	1119192
Date of Approval	5 February 2021
Agency Website	<a href="http://www.correctiveservices.nsw.gov.au">www.correctiveservices.nsw.gov.au</a>

### Primary purpose of the role

Oversee the daily activities of all Correctional Officers within a designated area and significantly contribute to the provision of dynamic and static security in the containment and oversight of inmate / offender activities. Senior Correctional Officers play an important role in maintaining the safety and wellbeing of staff and inmates. In addition to the critical aspects of maintaining safety and security, the Senior Correctional Officer actively supports and contributes to the strategic projects to achieve the Premier's priorities.

### Key accountabilities

- Supervise, motivate and assist employees to perform their duties in compliance with legislation, CSNSW and DCJ policy, procedures and values and the code of conduct. Senior Correctional Officers must be aware of the importance of attendance reliability and comply with the sick leave policy.
- Proactively participate in all aspects of performance management (myPerformance) including assisting in the professional development of assigned employees.
- Collaborate with others to ensure the strategic programs to achieve the Premier's priorities are implemented. Role model and promote the values and behaviours which are in line with the Premier's priorities and CSNSW policies.
- Treat other staff with respect and act in accordance with the DCJ values to build a harmonious workplace.
- Confirm the attendance of employees within their area of responsibility and supervise resource requirements in accordance with the correctional facility operating protocol.
- Oversee musters and inmate accountability activities.
- Ensures the daily security reporting elements is always complied with including the maintenance of a daily log of events and activities with precision and accuracy to ensure transparency and accountability of operations for their area of responsibility.
- Make decisions about inmate requests and liaise or escalate to other employees where required.
- Contribute to and support case management including but not limited to the allocation and supervision of case-loads to employees.

- Contribute to and support the management of higher needs inmates including processes associated with but not limited to Risk Intervention Teams (RIT's), segregation, protection and special needs inmates / offenders.
- Provide regular written and oral reports to Senior Officers on relevant and pertinent issues relating to the designated area in order to ensure effective resolution of issues and the appropriate management of inmates in that area.

## Key challenges

- Act as a positive change agent during organisational reforms, influencing other employees to embrace change and implement new ways of working.
- Maintain an inclusive and harmonious workplace by making objective and fair decisions.
- To role model respectful behaviours and to seek resolution of issues through effective and timely two-way communication with other employees and inmates.

## Key relationships

Who	Why
<b>Internal</b>	
<b>Correctional Managers</b>	<ul style="list-style-type: none"> <li>• To follow instructions 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>
<b>Correctional Officers</b>	<ul style="list-style-type: none"> <li>• For providing supervision, guidance and advice underpinned by the Department Values.</li> </ul>
<b>Inmates</b>	<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>
<b>External</b>	
<b>Court staff / NSW Police</b>	<ul style="list-style-type: none"> <li>• For exchanging information about inmates.</li> </ul>
<b>Community</b>	<ul style="list-style-type: none"> <li>• Engage appropriately with the public as required to ensure a professional and appropriate Agency representation is maintained.</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.

This role will perform the role of Officer in Charge during afternoon or night shifts, or where there is an absence of a more senior officer.

### Reporting line

Senior Assistant Superintendents or Assistant Superintendents (depending on role and location)

### Direct reports

Custodial Officers

### Budget/Expenditure

Nil

### Essential requirements

- Current Certificate III in Correctional Practice or appropriate and relevant custodial experience.
- Be able to drive official vehicles and possess an appropriate level of Driver's License to meet all job requirements (if required).
- Knowledge of and ability to implement emergency and riot procedures
- Extensive knowledge of and understanding of reception and discharge procedures, warrants and bails.
- Preparedness to undertake shift work on a rotating roster as required.



### Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework>




### 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>Intermediate</b>
	<b>Act with Integrity</b>	<b>Adept</b>
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	Commit to Customer Service	Foundational
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Intermediate

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Intermediate</b>
	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational
	<b>Manage and Develop People</b>	<b>Intermediate</b>
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	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
<b>Personal Attributes</b> Display resilience & courage	Intermediate	<ul style="list-style-type: none"> <li>Be flexible and adaptable and respond quickly when situations change</li> <li>Offer own opinion and raise challenging issues</li> <li>Listen when ideas are challenged and respond in a reasonable way</li> <li>Work through challenges</li> <li>Stay calm and focused in the face of challenging situations</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Adept	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>Set an example for others to follow and identify and explain ethical issues</li> <li>Ensure that others understand the legislation and policy framework within which they operate</li> <li>Act to prevent and report misconduct, illegal and inappropriate behaviour</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,</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>respectful questions</p> <ul style="list-style-type: none"> <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>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Build a supportive and co-operative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes which were achieved by effective collaboration</li> <li>• Engage other teams/units to share information and solve issues and problems jointly</li> <li>• Support others in challenging situations</li> </ul>
<b>Results</b> Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> <li>• Take responsibility and be accountable for own action</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about their application by self and others</li> <li>• Be alert to risks that might impact the completion of an activity and escalate these when identified</li> <li>• Use financial and other resources responsibly</li> </ul>
<b>Business Enables</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>
<b>People Management</b> Manage and Develop People	Intermediate	<ul style="list-style-type: none"> <li>• Ensure that roles and responsibilities are clearly communicated</li> <li>• Collaborate on the establishment of clear performance standards and deadlines in line with established performance development frameworks</li> <li>• Develop team capability and recognise and develop potential in people</li> <li>• Be constructive and build on strengths when giving feedback</li> <li>• Identify and act on opportunities to provide coaching and mentoring</li> <li>• Recognise performance issues that need to be addressed and work towards resolution of issues</li> </ul>