

ROLE DESCRIPTION

YOUTH OFFICER

JJ 0078

Cluster	Justice
Division/Branch/Unit	Juvenile Justice
Location	Various
Classification/Grade/Band	Youth Officer (Juvenile Justice Centre)
ANZSCO Code	411716
Role Number	Various
PCAT Code	1119192
Date of Approval	10 August 2018
Agency Website	www.justice.nsw.gov.au

Primary purpose of the role

Youth Officers provide direct supervision and daily care to young people in custody in accordance with legislation, regulations and organisational guidelines, policies and directives.

Youth Officers work as part of a multidisciplinary team to encourage young people to make positive changes to their behaviour and build their skills to reduce their risk of reoffending. This is achieved by practicing pro social modelling skills and motivating young people to participate in day to day activities. These include educational, vocational, recreational and therapeutic programs which are guided by individual case plans. The operating environment requires Youth Officers to assess risk and respond to challenging behaviours to maintain a safe workplace.

Key accountabilities

- Proactively supervise young people so that their physical, psychological and emotional wellbeing is maintained.
- Maintain safety, good order and security by making risk based decisions in accordance with legislative and organisational requirements, health and safety (WHS) and approved organisational practices.
- Encourage involvement and participation of young people in case plan goals, programs and activities to assist young people to transition from custody to community and reduce the risk of reoffending. In circumstances where involvement is not occurring, in conjunction with a multidisciplinary team, assist in identifying barriers and developing strategies to foster re-engagement.
- Demonstrate good judgement and ensure young people are treated fairly and with dignity at all times.
- De-escalate situations, negotiate and provide support to young people who are in a heightened emotional state or displaying challenging behaviours and proactively intervene to help prevent incidents. Ensure that in cases where restraint is used, it is consistent with legally permissible methods.
- Prepare and maintain a range of operational and case management records and reports.

- Work as part of a team developing productive work relationships with colleagues and stakeholders.
- Supervise and support young people who are required to go out of the Centre for medical, court or casework purposes.

Key Challenges

- Dealing with a diverse range of challenging behaviours in a way that facilitates the young person's progress toward achieving case plan goals.
- Contributing to an environment that promotes, encourages and rewards pro-social behaviour and maintains a safe and secure environment for young people, visitors and staff.
- Communicating proactively to ensure operational and the needs of young persons are met and strategies and actions are recorded accurately.

Key relationships

Who	Why
Internal	
Caseworkers, Psychologists, Centre Management Team which may include Unit Manager, Assistant Unit Manager/Shift Supervisor or equivalent.	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide advice, recommendations and assist in the development, implementation and review of young person case plans, behaviour plans and unit programs
Other Youth Officers	<ul style="list-style-type: none"> • Share information regarding operational issues and incidents, young person movements, behaviour management strategies, specific activities and programs.
Other Justice Stakeholders	<ul style="list-style-type: none"> • Share information regarding operational matters, court attendance, security and safety.
External	
Young Persons	<ul style="list-style-type: none"> • Source of information regarding general and case management needs • Develop trust and build ongoing case management relationship
Justice Health	<ul style="list-style-type: none"> • Share information regarding a young person health and well-being; operational issues that may impact on the Justice Health staff working within the centre.
Young Persons Family, Carers and Community	<ul style="list-style-type: none"> • Source of information and support to assist in addressing case management needs
Education	<ul style="list-style-type: none"> • Share information regarding operational issues and incidents, young person movements, behaviour management strategies, specific activities and programs.

Role dimensions

Decision making

- The role makes a range of day to day decisions that directly impact on the young person's custodial experience and must comply with legislation, Agency guidelines, policies and directives governing NSW Juvenile Justice services.
- Determine how to respond to challenging or complex behaviours in the first instance.
- Observe behaviour of young people and intervene when required in order to prevent escalation of an event.

Reporting line

The role reports to either the Unit Manager, Duty Manager, Assistant Unit Manager, Shift Supervisor or equivalent.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Possession of 'Apply First Aid Certificate' (HLTAID003).
- Possession of a minimum Provisional 2 NSW Driver's licence.
- Possession of a MR Driver's licence for Metropolitan (Court Logistics) Youth Officer roles
- NSW Working With Children Check Clearance
- Knowledge of and Respect for Aboriginal and Torres Strait Islander Cultures
- Required to undertake work as a "Shift Worker" working over 24 hours on a rostered basis including week-end and Public Holidays or as a "Day Worker" working a 38 hour week from Monday to Friday inclusive

For Aboriginal and Torres Strait roles only






Aboriginal and/or Torres Strait Islander persons who are culturally aware and responsive to the needs of Aboriginal people and communities.

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/Sector-Support/Capability-Framework/Tools-and-Resources>

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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Business Outcomes	N/A
	Manage Reform and Change	N/A

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	Foundational	<ul style="list-style-type: none"> • Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Foundational	<ul style="list-style-type: none"> Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role Speak out against misconduct, illegal and inappropriate behaviour Report apparent conflicts of interest
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
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> Display familiarity and confidence in the use of core office software applications or other technology used in role Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation Understand information, communication and document control policies and systems, and security protocols Comply with policies on acceptable use of technology