

Role Description

Correctional Officer

Cluster	Justice
Division/Branch/Unit	Corrective Service NSW (CSNSW)
Location	Sydney metropolitan and regional NSW
Classification/Grade/Band	Correctional Officer
ANZSCO Code	442111
Role Number	Various
PCAT Code	1119192
Date of Approval	19 May 2017
Agency Website	www.correctiveservices.nsw.gov.au

Primary purpose of the role

Provide a high standard of continuous static and dynamic security in the containment and oversight of inmate / offender activities.

Key accountabilities

- Perform, on a rotational shift roster a range of duties to provide for the safety, security, welfare and rehabilitation of inmates in compliance with legislation, CSNSW policy and procedures (also during the transportation of inmates / offenders), within and external to the correctional centre.
- Conduct daily accountability activities including musters, head checks and ongoing observation of inmates / offenders.
- Conduct searching and other detection activity to remove contraband from correctional facility or court complex and inmates / offender to enhance the security and safety for employees and inmates / offender.
- Managing inmates' requests for service or escalating them as required.
- Supervise inmate / offender activities in their respective work, residential or other approved areas ensuring all activities are conducted in accordance with the principles of fairness and equity and that efficient safe practices are employed to ensure maximisation of inmate / offender 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 personnel at the completion of shifts as required that relate to daily occurrences to contribute to the continuity of the effective operation of the area.
- Contribute to, prepare and maintain all inmate / offender records to a high standard relating to the area of responsibility which may include receipt, discharge, warrants and bail charges in custody.
- Actively participate and contribute to case management for an assigned case load in accordance with CSNSW policy and legislative requirements.

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.
- Managing difficult inmates / offenders in a positive manner that assists in achieving the broader Corrective Services objectives of reducing reoffending and enhancing community safety.

Key relationships

Who	Why
Internal	
Correctional Managers	<ul style="list-style-type: none">• To follow instructions of all senior personnel and seek guidance when required to ensure the optimum performance of duties and the safe and secure operation of the centre.• Performance management to ensure performance meets an acceptable standard as well as continuous improvement.• 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.
Inmates	<ul style="list-style-type: none">• Maintain professional standards in all interactions with inmates in accordance with Departmental standards of development and confinement (including during the transportation of inmates / offenders).

Role dimensions

Decision making

The role initiates appropriate action and uses judgment in alerting senior officers where appropriate. It provides clear and detailed reports on daily occurrences to senior officers at the completion of shifts for transparency and accountability purposes.

Reporting line

Assistant Superintendent and Senior Assistant Superintendent (depending on role and location)

Senior Correctional Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Current certificate III in correctional practice.

Ability to drive official vehicles and possess an appropriate level of Drivers Licence to meet all job requirements (if required)





Preparedness to undertake shift work in 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	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	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	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
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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> • Stay calm in challenging situations • 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 Deliver Results	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards • Take the initiative to progress own work • Identify resources needed to complete allocated work tasks • Seek clarification when unsure of work tasks
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