

# Role Description

## Overseer

Agency	Justice
Division/Branch/Unit	Corrective Services NSW (CSNSW), Offender Management & Programs, Corrective Services Industries (CSI)
Location	Sydney and Regional NSW
Classification/Grade/Band	Overseer
Role Number	Various
ANZSCO Code	399999
PCAT Code	1119192
Date of Approval	13 February 2015 (Updated 14/12/18)Ref: CS0155
Agency Website	http://www.justice.nsw.gov.au/corrective-services

### Primary purpose of the role

Supervise and develop inmates through managing, coaching, instructing and encouraging them, as members of a team, in order that they may improve their work skills, enhance their post-release employment prospects and contribute productively to Service/Business Unit objectives.

Oversee the activities of the team to ensure productivity efficiency and other commercial objectives are achieved, and that quality and safety requirements and customer needs are met.

### Key accountabilities

- Supervise, coach, train, instruct and work with inmates to develop their work skills in order to enhance their post-release employment opportunities, thereby reducing their risk of re-offending.
- Provide a positive role model and demonstrate personal values, such as honesty, ethics and integrity which support CSI and social values.
- Positively contribute to the business unit operations through the delivery of work related inmate training, including the implementation of Inmate Traineeships.
- Provide detailed input to case management reporting through the Work Readiness Program.
- Manage resources efficiently and effectively to achieve planned outcomes.
- Create and maintain a safe working environment for staff, contractors, inmates and visitors to comply with Work Health & Safety legislation.

### Key challenges

- Achieving production targets and vocational skill development in accordance with integrated program delivery expectations.

- Achieving commercial production standards in the areas of quality and efficiency given the limited skills and work experience that inmates may bring to the workplace.
- Ensuring the workplace health and safety of all stakeholders and sustaining awareness of security in all daily activities.

## Key relationships

Who	Why
<b>Internal</b>	
Manager Business Unit or Senior Overseer of the Unit	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions.</li> <li>• Ensuring the security and work health and safety requirements and processes are adhered to.</li> <li>• Liaise with in relation to all aspects of Inmate employment.</li> </ul>
Customers	<ul style="list-style-type: none"> <li>• Provision of goods and services, ensuring they meet quality standards and customer expectations.</li> </ul>
Centre Staff	<ul style="list-style-type: none"> <li>• Ensure security and integrated program delivery expectations are met.</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Provide direction and manage performance.</li> <li>• Review work and proposals of team members.</li> <li>• Obtain the work group perspective and share information.</li> </ul>
<b>External</b>	
Customers and Suppliers	<ul style="list-style-type: none"> <li>• Monitor provision of service to ensure compliance with contracts and service agreements.</li> <li>• Actively seek new business development opportunities.</li> </ul>
Inmates (of all classifications, physical and intellectual disabilities and differing skill levels)	<ul style="list-style-type: none"> <li>• Supervision, coaching, training and instructing.</li> </ul>

## Role dimensions

### Decision making

Make decisions about the work methods, safety practices and priorities to meet agreed product or service delivery targets. The role negotiates and resolves service issues with clients to achieve agreed outcomes.

### Reporting line

Manager Business Unit or Senior Overseer of the Unit

### Direct reports

Nil

### Budget/Expenditure

Nil

## Essential requirements





- Current Certificate III in Correctional Practice or capacity to complete Certificate III in Correctional Practice in accordance with specified CSNSW timeframes
- Current NSW driver's license and preparedness to drive a vehicle in the course of performing the role.
- Relevant trade qualifications

## 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
	<b>Manage Self</b>	<b>Foundational</b>
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	Commit to Customer Service	Foundational
	<b>Work Collaboratively</b>	<b>Foundational</b>
	Influence and Negotiate	Foundational
 Results	<b>Deliver Results</b>	<b>Foundational</b>
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Foundational</b>
	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 Courage	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> <li>• Do not give up easily when problems arise</li> <li>• Stay calm in challenging situations</li> </ul>
<b>Personal Attributes</b> Manage Self	Foundational	<ul style="list-style-type: none"> <li>• Be willing to develop and apply new skills</li> <li>• Show commitment to completing work activities effectively</li> <li>• Look for opportunities to learn from the feedback of others</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>Relationships</b> Work Collaboratively	Foundational	<ul style="list-style-type: none"> <li>• Work as a supportive and co-operative team member, share information and acknowledge others' efforts</li> <li>• Respond to others who need clarification or guidance on the job</li> <li>• Step in to help others when workloads are high</li> <li>• Keep team and supervisor informed of work tasks</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>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>• Find and check information needed to complete own work tasks</li> <li>• Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>• Escalate more complex issues and problems when these are identified</li> <li>• Share ideas about ways to improve work tasks and solve problems</li> <li>• Suggest improvements to work tasks for the team</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>