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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corrective Service NSW (CSNSW)  |
| **Location** | Sydney metropolitan and regional NSW |
| **Classification/Grade/Band** | Correctional Officer  |
| **Role Number** | Various |
| **ANZSCO Code** | 442111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 5 February 2021 | **Ref: CS0408** |
| **Agency Website** | www.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

# Primary purpose of the role

Provide a high standard of continuous static and dynamic security in the containment and oversight of inmate / offender activities. 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 Correctional Officer actively supports and contributes to the strategic projects to meet the Premier’s priorities.

# Key accountabilities

* Undertake daily activities and duties in accordance with legislation, CSNSW and DCJ policy and procedures, values and the code of conduct to ensure the safety, security, welfare and rehabilitation of inmates. Correctional Officers must be aware of the importance of attendance reliability and comply with the sick leave policy.
* 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 priories and CSNSW policies.
* Treat other staff with respect and act in accordance with the DCJ values to build a harmonious workplace.
* 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.
* 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 |
| --- | --- |
| **Internal** |  |
| Correctional Managers | * 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.
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| Inmates | * Maintain professional standards in all interactions with inmates in accordance with Departmental standards of development and confinement (including during the transportation of inmates / offenders).
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# 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 or capacity to complete Certificate III in Correctional Practice in accordance with specified CSNSW timeframes.
* 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.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible and adaptable and respond quickly when situations change
* Offer own opinion and raise challenging issues
* Listen when ideas are challenged and respond appropriately
* Work through challenges
* Remain calm and focused in challenging situations
 | Intermediate |
| Personal Attributes logo | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Intermediate |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Focus on key points and speak in plain English
* Clearly explain and present ideas and arguments
* Listen to others to gain an understanding and ask appropriate, respectful questions
* Promote the use of inclusive language and assist others to adjust where necessary
* Monitor own and others’ non-verbal cues and adapt where necessary
* Write and prepare material that is well structured and easy to follow
* Communicate routine technical information clearly
 | Intermediate |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Build a supportive and cooperative team environment
* Share information and learning across teams
* Acknowledge outcomes that were achieved by effective collaboration
* Engage other teams and units to share information and jointly solve issues and problems
* Support others in challenging situations
* Use collaboration tools, including digital technologies, to work with others
 | Intermediate |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek clarification when unsure of work tasks
* 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
 | Foundational  |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Display familiarity and confidence when applying technology used in role
* Comply with records, communication and document control policies
* Comply with policies on the acceptable use of technology, including cyber security
 | Foundational  |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
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| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
| Results logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |