

ROLE DESCRIPTION

Community Service Field Officer (Casual)

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Community Corrections	
Location	Various	
Classification/Grade/Band	Clerk Grade 3	
Role Number	Various	
ANZSCO Code	411711	
PCAT Code	342111	
Date of Approval	4 July 2019	Ref: CS0279
Agency Website	www.correctiveservices.dcj.nsw.gov.au	

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

Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

Primary purpose of the role

Supervise and manage offenders on mandated community service and coordinate the logistics of a community service worksite/s.

Key accountabilities

- Supervise offenders undertaking community service to ensure their safety and the safety of the community.
- Direct offenders to complete tasks in line with Work Health and Safety principles and practices. Monitor offender conduct against policies and procedures.
- Record offender attendance and provide reports to the nominated Community Corrections Officer.
- Attend and participate in meetings as required to manage duties and escalate any issues relating to the supervision of offenders.
- Undertake and deliver checks to monitor safe work practices and worksite rules. This may include operating and monitoring the use of equipment.

- Liaise with community agencies and representatives to answer enquiries and to deliver a positive customer service experience on behalf of Community Corrections.
- Transport and return groups of offenders from collection points to worksites to complete their assigned placement (where required).

Key challenges

- Apply a consistent and reliable approach to the supervision and transport of offenders to and from worksites.
- Manage the relationship with offenders in line with procedures to minimise inappropriate conduct and to manage performance.
- Balance the service needs of external providers and offenders to enhance community service work placements.

Key relationships

Who	Why
Internal	
Community Corrections	For management, leadership, guidance, support.
Manager	Escalate issues, keep informed, advise and receive objectives
Community Corrections Officer	Participate in meetings, refer performance issues, keep informed, advise and receive objectives
External	
Community Organisations	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.

Role Dimensions

Decision making

Decision making is in accordance with the parameters of the key accountabilities and role.

Reporting Line

Manager Community Corrections (directly) and the assigned Community Corrections Officer (professionally)

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Ability to drive official vehicles and possess an appropriate level of Drivers Licence to meet all job requirements (where required, note: Sydney Metro and South Coast applicants require a Class LR licence)
- Current First Aid Certificate (or willingness to obtain prior to commencement).

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

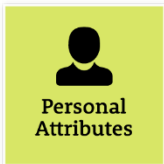
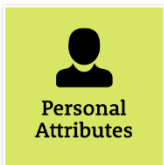
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
	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
	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	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
		- 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	
	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
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	- Plan and coordinate allocated activities - Re-prioritise own work activities on a regular basis to achieve set goals - Contribute to the development of team work plans and goal setting - Understand team objectives and how own work relates to achieving these	Foundational
	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	- Be proactive in taking responsibility and being accountable for own actions - Understand delegations and act within authority levels - Identify and follow safe work practices, and be vigilant about own and others' application of these practices - Be aware of risks and act on or escalate risks, as appropriate	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Use financial and other resources responsibly	Foundational
		• 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	

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			
Capability Group/Sets	Capability Name	Description	Level
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	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