

ROLE DESCRIPTION

Services & Programs Officer

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corrective Services NSW / Offender Management and Programs / Offender Services & Programs	
Location	Various correctional centres	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	Generic	
ANZSCO Code	272199	
PCAT Code	1119192	
Date of Approval	21 September 2021	Ref: CS0329
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.

Primary purpose of the role

Provide services of assessment, case planning, case plan implementation and individual crisis and fundamental support interventions for offenders and remandees to facilitate their safe, secure, and humane management in a correctional centre and to reduce re-offending

Provide group based accredited or approved programs to offenders within a correctional centre or community locations.

Key accountabilities

- Contribute to intake screening, induction, assessment, fundamental support, and case management processes and reporting.
- Provide group based accredited or approved programs to offenders within a correctional centre or community locations.
- Deliver health promotion / harm reduction strategies and programs for offenders.
- Undertake individual interventions for offenders as required.

- Resolve critical or crisis situations by providing information, expertise, support and referral.
- Attend to occurrences requiring crisis intervention with offenders experiencing immediate difficulties, as required.
- Assist offenders with pre-release planning including referrals to community-based agencies where required.
- Maintain succinct documentation and case notes on all offenders receiving services, in accordance with the laid down standards on Offender Integrated Management System (OIMS) and in case files.

Key challenges

- Working effectively with a diverse range of offenders, many of who do not see the need for change, within challenging custodial and community settings
- Managing key internal and external relationships, such as with offender's families, and Non-government organisations.

Key relationships

Who	Why
Internal	
Managers Offender Services & Programs	For reporting, leadership and guidance
Services and Programs Team Leaders	For leadership, performance and development, administrative supervision and co-ordination of tasks
Other Services & Programs Officers within the centre / cluster	For support and to establish consistency of practice
Governors and other correctional centre custodial managers and staff	In relation to the delivery of services and programs to offenders and remandees.
Classification Co-ordinators	In relation to classification of offenders
Custodial Case Management Units	In relation to case management of offenders
Psychologists	In relation to integrating services and programs with psychology services
Education Staff	In relation to integrating services and programs with education activities
Community Corrections staff	In relation to the delivery of program in community locations
External	

Role dimensions

Decision making

The role is directed by the Services & Programs Team Leader in relation to the range and mix of services and programs suitable to be delivered to offenders within the correctional centres and the connected community corrections offices.

The role must consult with the Services and Programs Team Leader or Manager Offender Services and Programs in relation to all issues relating to risk or crisis.

Reporting line

This role reports to the Services & Programs Team Leader.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Thorough knowledge and understanding of the transitional factors affecting offenders and their families.
- Demonstrated ability and experience in assessment, case management and intervention with clients with complex welfare and alcohol and drug related needs
- Demonstrated ability and / or experience in delivering group based interventions
- Thorough knowledge and understanding of alcohol and other drug dependence and evidenced based interventions.

Essential requirements

- Relevant tertiary qualifications in social work, psychology, mental-health or other human service fields; and /or demonstrated relevant equivalent experience working with family, social and / or drug and alcohol related issues.
- Current Certificate IV in Correctional Practice with the necessary Units of Competency for this role or capacity to complete Certificate IV in Correctional Practice in accordance with specified CSNSW timeframes.
- Current driver licence with ability and willingness to travel throughout NSW
- Aboriginal and/or Torres Strait Islander persons who are culturally aware and responsive to the needs of Aboriginal people and communities (for identified roles only)

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**.

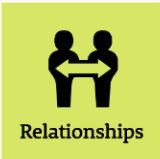
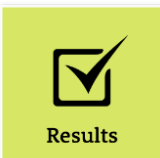
Focus capabilities

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
 Personal Attributes	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 and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	• Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	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
 Results	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
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies	Intermediate

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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	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