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| **Portfolio** | Communities and Justice  |
| **Department** | Corrective Services NSW (CSNSW) |
| **Division/Branch/Unit** | Community Corrections  |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 5/6 to 7 |
| **Role Number** | Generic |
| **ANZSCO Code** | 411714 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 18 May 2022 | **Ref: CS0377** |
| **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

The Community Corrections Officer/Senior Community Corrections Officer provides professional advice and services including reports and advice to courts, releasing authorities and other statutory bodies; professional case management and supervision of offenders in a community and custodial environment; facilitation of offender management programs and other specialist offender programs including Community Service Orders, to maximise correctional/rehabilitative opportunities so that the impacts of crime on the community are reduced.

# Key accountabilities

**Community Corrections Officer:**

* Provide advice and direct offenders to appropriate community based offender management programs or interventions taking into consideration an individual’s risk, needs and responsivity which support the principles of Throughcare.
* Compile detailed and comprehensive offender profiles to assist in assessment and decision making process.
* Prepare reports to Courts, State Parole Authority and other judicial bodies in relation to sentencing and release options, progress on orders and to provide other pertinent information as required.
* Develop, implement and monitor an individualised case plan that identifies long and short term goals and strategies for an offender’s supervision period.
* Initiate, as appropriate, breach reports, instruct legal representatives and provide documentary and written evidence on oath to enforce community based sentencing orders.
* Maintain a working relationship; liaise with external agencies and refer individuals to programs and services.
* Use interviewing techniques to assist offenders to understand the causes and consequences of their offending behaviour and to develop skills to change behaviour and attitudes.
* Co-facilitate offender programs.

**Senior Community Corrections Officer:**

The role incorporates the duties identified within the Community Corrections Officer role, with the addition of:

* Manage a caseload of more complex offenders
* Perform a quality assurance role in relation to offender management, for example, by contributing to local implementation of offender management standards, Key Performance Indicators (KPIs), and policy; and involvement in peer reviews against operational standards
* Provide professional mentoring and support to Community Corrections Officers
* Review and approve case plans and assessments
* Vet reports prepared for court and releasing authorities.
* Provide guidance, on the job training and professional development for Community Corrections Officers (with the exception of first year trainee officers), with responsibility for the satisfactory performance of officers under their professional supervision. This includes ensuring that Community Corrections Officers under their supervision provide offenders on their case load with hours of intervention and offender related work equivalent to the hours allocated under the workload model, and comply with Corrective Services NSW policy and standards;
* Undertake caseload reviews with Community Corrections Officers;
* Assist Community Corrections Officers to plan and manage their workload, including home visits;
* Contribute to, and assist the Community Corrections Office / Parole Unit to achieve its monthly Key Performance Indicators.
* Perform the co-facilitation role in relation to offender programs.

For further progression criteria please refer to the current memorandum issued by the Assistant Commissioner Community Corrections

# Key challenges

**Community Corrections Officer:**

* Conducting professional interactions with offenders, individually and in a group setting, within both a custodial and community setting.
* Scarcity of appropriate community based services and programs to meet the needs of offenders.
* Effectively case managing offenders given the frequent changes in their circumstances and behaviours and the need for ongoing assessment and detailed understanding of their history and background to determine appropriate strategies and interventions.
* Making decisions about breach actions in situations of non-compliance given the need to balance risks and needs of offenders with individual and community safety.

**Senior Community Corrections Officer - additional challenges:**

* Coping with operational difficulties arising from the management of more complex offenders.
* Coping with conflict arising from the professional supervision of Community Corrections Officers, who otherwise do not report formally to this role.
* Assuming quality assurance responsibility.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Community Corrections Manager | * For management, leadership, guidance, support.
 |
| Community Corrections Team Leader | * For operational reporting, leadership, guidance, support.
 |
| **External** |  |
| Community OrganisationsGovernment AgenciesMagistrates / CourtsNGOsPoliceState Parole Authority | * Concerning appropriate management of community based offenders
 |

# Role dimensions

## Decision making

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

## Reporting line

## The role reports to the Unit Leader.

## Direct reports

Community Corrections Officers have no direct reports.

Senior Community Corrections Officers may provide professional mentoring and support to Community Corrections Officers.

## Budget/Expenditure

Nil

# Key knowledge and experience

**Community Corrections Officer:**

* Demonstrated skills in conducting background enquiries, analysing information including assessment of risks, related needs and the capacity to draw relevant conclusions in the development of case plans and reports.
* Understanding of the NSW criminal justice system and outcome focused case planning and case management skills.
* Experience in promoting, influencing, negotiating and monitoring appropriate behaviour and knowledge of or experience in group work facilitation.

# Essential requirements

* Current driver’s licence and have a willingness/ability to drive within NSW.

**Senior Community Corrections Officer:**

For further progression criteria please refer to the current memorandum issued by the Assistant Commissioner Community Corrections

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 | * Remain composed and calm and act constructively in highly pressured and unpredictable environments
* Give frank, honest advice in response to strong contrary views
* Accept criticism of own ideas and respond in a thoughtful and considered way
* Welcome new challenges and persist in raising and working through novel and difficult issues
* Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues
 | Advanced |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices
* Look for and take advantage of opportunities to learn new skills and develop strengths
* Show commitment to achieving challenging goals
* Examine and reflect on own performance
* Seek and respond positively to constructive feedback and guidance
* Demonstrate and maintain a high level of personal motivation
 | Adept |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Present with credibility, engage diverse audiences and test levels of understanding
* Translate technical and complex information clearly and concisely for diverse audiences
* Create opportunities for others to contribute to discussion and debate
* Contribute to and promote information sharing across the organisation
* Manage complex communications that involve understanding and responding to multiple and divergent viewpoints
* Explore creative ways to engage diverse audiences and communicate information
* Adjust style and approach to optimise outcomes
* Write fluently and persuasively in plain English and in a range of styles and formats
 | Advanced |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position
* Lead and facilitate productive discussions with staff and stakeholders
* Encourage others to talk, share and debate ideas to achieve a consensus
* Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes
* Influence others with a fair and considered approach and sound arguments
* Show sensitivity and understanding in resolving conflicts and differences
* Manage challenging relationships with internal and external stakeholders
* Anticipate and minimise conflict
 | Adept |
| Results logo | **Think and Solve Problems**Think, analyse and consider the broader context to develop practical solutions | * Research and apply critical- thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence
* Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience
* Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience
* Seek contributions and ideas from people with diverse backgrounds and experience
* Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness
* Identify and share business process improvements to enhance effectiveness
 | Adept |
| Results logo | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Assess work outcomes and identify and share learnings to inform future actions
* Ensure that own actions and those of others are focused on achieving organisational outcomes
* Exercise delegations responsibly
* Understand and apply high standards of financial probity with public monies and other resources
* Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safety
* Conduct and report on quality control audits
* Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks
 | Adept |
| Business Enablers logo | **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 |

**Senior Community Corrections Officer (Additionally):**

|  |  |  |  |
| --- | --- | --- | --- |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
* Look for ways to develop team capability and recognise and develop individual potential
* Be constructive and build on strengths by giving timely and actionable feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolving issues
* Effectively support and manage team members who are working flexibly and in various locations
* Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected
* Consider feedback on own management style and reflect on potential areas to improve
 | 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 logo |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |

|  |  |  |  |
| --- | --- | --- | --- |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | Understand and apply effective project planning, coordination and control methods | Intermediate |

**Senior Community Corrections Officer (Additionally):**

|  |  |  |  |
| --- | --- | --- | --- |
| People Management logo |  |  |  |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |