

ROLE DESCRIPTION

Community Corrections Representative, State Parole Authority

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Community Corrections	
Location	Parramatta	
Classification/Grade/Band	Clerk Grade 9/10	
Role Number	10491, 15636, 27908, 27909	
ANZSCO Code	139999	
PCAT Code	2129192	
Date of Approval	30 March 2020	Ref: CS0357
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

Represent Community Corrections as an expert and official member of the State Parole Authority (SPA), ensuring that matters relating to offenders subject to parole or eligible for parole are brought to the attention of the SPA and considered in accordance with statutory requirements, and provide a communication link between Community Corrections and the SPA to facilitate an effective working relationship.

Key accountabilities

- Provide expert advice in meetings of the SPA, including general meetings, committee meetings and policy meetings to discuss, decide and vote on all matters related to the granting of parole to inmates, revocation of parole or intensive correction orders, issuing of warnings, consideration of requests to travel overseas and consideration of early release inmates.
- Provide timely advice and critical analysis on written and oral material before the SPA and issues arising from legislative amendments and changes to Government policy.

- Provide advice and feedback to Community Corrections Managers and Unit Leaders regarding the performance of Community Corrections Officers and the standards of reports presented to the SPA.
- Provide high level advice to the SPA of the policies and procedures of Community Corrections, including any changes that occur.
- Provide input to staff learning and development activities through the Brush Farm Corrective Services Academy including to the primary training of Trainee Community Corrections Officers.
- Develop relationships and negotiate with stakeholders to support key functions relating to the SP
- Undertake research and analysis as required to support the development of any key initiatives and projects within the SPA.

Key challenges

- Providing concise and accurate advice to a range of stakeholders in a high volume, time critical, and legislatively complex work environment.
- The role operates in an emotional and highly charged environment where parties have vested interests and diversity of opinion and the position holder is required to make objective and professional decisions that may attract significant media attention.
- Providing training, advice and feedback to Community Corrections staff across the state utilising tact and discretion in often highly sensitive matters.

Key relationships

Who	Why
Internal	
Assistant Commissioner, Community Corrections and Deputy Commissioner, Corrections Strategy and Policy	<ul style="list-style-type: none"> • Provide high level advice and contribute to decision making • Identify emerging issues/risks and their implications and propose solutions • Discuss issues relevant to the SPA.
All members of the Parole Authority.	<ul style="list-style-type: none"> • Participate in meetings of the SPA and provide high level advice and guidance.
Community Corrections District Directors, Managers, Unit Leaders and Community Corrections Officers.	<ul style="list-style-type: none"> • Discuss relevant issues or specific cases, and to provide feedback on the quality of reports submitted to the SPA.
Director and Secretary, SPA.	<ul style="list-style-type: none"> • Discuss issues relevant to the SPA and provide high level advice.
External	

Who	Why
Legal profession, other relevant government agencies and community groups.	<ul style="list-style-type: none"> • Develop and maintain good working relationships • Discuss relevant issues or specific cases.
Service providers.	<ul style="list-style-type: none"> • Develop and maintain good working relationships • Discuss relevant issues or specific cases.
Professionals appearing before the SPA.	<ul style="list-style-type: none"> • Develop and maintain good working relationships • Discuss relevant issues or specific cases.

Role dimensions

Decision making

The Representative has complete autonomy within the SPA and provides advice and makes recommendations on behalf of Community Corrections. They also make assessment of cases and debates these assessments with other SPA members.

The Representative manages her/his own workload and has the freedom to give advice to staff and managers throughout Community Corrections.

Reporting line

The position reports to the Director and Secretary of the SPA.

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Current experience in Community Corrections, with recent and extensive experience in a Parole Unit.
- Knowledge of relevant legislation including the Crimes (Administration of Sentences) Act 1999.
- Understanding of custodial and community-based programs, classification of inmates, and the functions of the Serious Offenders Review Council.

Essential requirements

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

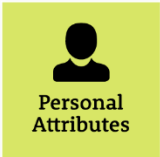

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • 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	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • 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 	Adept


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>follow</p> <ul style="list-style-type: none"> • 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 	
 <p>Relationships</p>	<p>Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
 <p>Relationships</p>	<p>Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts</p>	<ul style="list-style-type: none"> • 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 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>outcomes</p> <ul style="list-style-type: none"> • 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 	
 <p>Results</p>	<p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly 	Adept
 <p>Results</p>	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • 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 	Adept





FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<p>user experience</p> <ul style="list-style-type: none"> • 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 	
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • 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	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	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	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	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	Intermediate