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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 8 |
| **Role Number** | Generic |
| **ANZSCO Code** | 411714 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 29 July 21  | **Ref: CS0219** |
| **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 Team Leader provides professional support, mentoring and leadership to Community Corrections Officers **(hereinafter referred to as “CCOs”)**, Senior CCOs, and Trainee CCOs within a Community Corrections office / hub (including Parole Units) ensuring compliance with legislation and CSNSW policy and procedures to maintain a high standard of professional service delivery.

# Key accountabilities

* As a member of the Community Corrections office / hub Leadership Team, lead a team of CCOs by providing professional guidance, mentoring, expertise, and direction to develop the skills of team members to meet targeted outcomes and quality control standards in the management of offenders in the community.
* Assess risk and prioritise demands within available resources to ensure quality of interventions are maintained at a high standard, and resources targeted to where they will have the greatest impact
* Participate in meetings with key stakeholders including Team Leaders, Manager / Service Manager, Director to identify systemic areas for development and implement and monitor development activities to ensure high level case management.
* Oversee team caseloads ensuring equitable workload allocation and conduct team meetings, promote team spirit and foster peer support to facilitate improved service delivery.
* Review / approve assessments, case plans and reports and provide consultation and feedback on these documents and on case management strategies to develop team members.
* Provide guidance, training, support and supervision to all team members, including trainee CCOs undergoing “on the job” training.
* Be employed as a Community Corrections Officer, within the meaning of the *Crimes (Administration of Sentences) Act 1999*, and perform the functions (including the powers, authorities and duties) of a Community Corrections Officer from time to time as required, particularly in managing a caseload of more complex and high risk offenders.

# Key challenges

* Adjusting to the varied demands of a Community Corrections office / hub while oversighting a caseload of complex and high risk offenders.
* Developing a cohesive team while guiding and supporting team members with differing levels of experience and technical competence in a changing work environment.
* Providing clear and supportive feedback to develop and support staff to promote individual accountability for decision making and professional judgement

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Community Corrections Manager / Service Manager | * Provides position management, leadership, guidance, support.
* Support with planning and facilitation of staff engagement and training.
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| Senior CCOs, CCOs, Trainee CCOs | * Guide, support, coach and mentor team members to develop their skills to consistently deliver high quality offender management
* Work with direct reports to develop, implement and monitor individual performance development plans.
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| Other Community Corrections Team Leaders | * Peer review, collaborate with and provide collegiate support
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| Magistrates / Courts  | * To exchange information, court orders and other legal decisions concerning the appropriate management of community based offenders.
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| **External** |  |
| Government and non-government partners  | * Collaborate to exchange information and provide services concerning the appropriate management of community based offenders
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# Role dimensions

## Decision making

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

## Reporting line

## Depending on location the role reports to the Community Corrections Manager or Service Manager (depending on office / hub).

## Direct reports

Community Corrections Officers, Senior Community Corrections Officers, Trainee Community Corrections Officers.

## Budget/Expenditure

Nil

# Key knowledge and experience

* Capacity to provide professional supervision, coaching and mentoring to develop team members, including new CCOs during “on the job training” and a mandatory probation period.
* Superior skills in offender supervision and case management and demonstrated understanding of current Community Corrections issues and priorities.
* Demonstrated experience in conducting background enquiries, analysing complex information and risk / needs assessment in the development of case plans and workload prioritisation.

# Essential requirements

* Current driver’s licence and have a willingness/ability to drive within NSW. Travel requirements will vary depending on location.

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 | **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 | * 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 |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Use facts, knowledge and experience to support recommendations
* Work towards positive and mutually satisfactory outcomes
* Identify and resolve issues in discussion with other staff and stakeholders
* Identify others’ concerns and expectations
* Respond constructively to conflict and disagreements and be open to compromise
* Keep discussions focused on the key issues
 | Intermediate |
| 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 |
| 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 |
| 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 |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| 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 | Intermediate |
| 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 | Intermediate |
| 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 |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| 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 | Intermediate |
| 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 |