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| **Portfolio** | Communities and Justice  |
| **Department** | Corrective Services NSW (CSNSW) |
| **Division/Branch/Unit** | Community Corrections |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk 3/4 |
| **Role Number** | Various |
| **ANZSCO Code** | 511111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 11 May 2017 | **Ref: CS0091** |
| **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

Assess and refer offenders to community agencies and undertake site inspections to ensure compliance with requirements under the Work Order Program.

Provide administrative and clerical support to the Work Order Scheme by undertaking various

duties to ensure the efficient operation of the Work Order Program.

# Key accountabilities

* Conduct induction interviews/work placement assessments and inspections and allocate clients to appropriate agencies through written instructions.
* Identify and induct potential agencies into the work order scheme to ensure there is an availability of agencies to sustain the demand for work orders
* Allocate offenders to suitable work locations and monitor their ongoing attendance and progress at the work location.
* Co-ordinate and maintain computerised and manual attendance records for offenders placed at worksites and collect the hours worked by clients, record data and generate reports.
* Undertake work, health and safety site inspections of agencies to establish suitability for the work order program.
* Manage client and agency enquiries regarding placements, absences, appointments and other general enquiries relating to the work order program.
* Prepare relevant papers for in order to assist the Community Service Organiser in court preparations.
* Participate in meetings with Community Service Organiser, Community Corrections manager and field officer to coordinate the operations of the work order program.

# Key challenges

* Due to the limited availability of work locations, the role in consultation with the Community Service Organiser needs to be alert to the needs of existing agencies and able to identify and recruit suitable new agencies.
* Exercising appropriate placement and management strategies for offenders who can present with a variety of dysfunctional behaviours, unsuccessful work histories and other characteristics that would negatively impact on program objectives.
* Balancing a high work volume workload with the need for precise detail and accuracy in order to satisfy audit and legal requirements due to legal ramifications.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Community Corrections Manager / Community Service OrganiserCommunity Corrections Officers / Field Officer | For direction, guidance, advice, escalate issues and provide updatesParticipate in meetings, share information and provide input on issues about availability of community service work to assist them in preparing Pre-Sentence reportsTo assist in the organisation of weekly field officer schedules and work  |
| **External** |  |
| Community Organisations / Other Government Agencies / Non Government Organisations | Facilitate work placements and supervision of offendersRespond to queries, identify needs, communicate services and redirect, escalate or resolve issues |

**Role dimensions**

## Decision making

* The role is responsible for prioritising his/her workload and task delivery is predetermined by the developed systems and policies as laid down in the procedures manual and local procedural directives of the Community Service Organiser and/or Manager.
* The role is generally is the first point of contact for any enquiries concerning the work order program and exercises discretion in regard to deciding which matters should be referred elsewhere.

## Reporting line

## The role reports to the Community Service Organiser who has a supervisory role. The direct reporting line is to the Manager, Community Corrections.

## Direct reports

Nil.

## Budget/Expenditure

Nil

# Key knowledge and experience

* Sound knowledge of the philosophy and objectives of the Work Order Scheme and relevant acts and regulations.
* Knowledge of Workplace, Health and Safety issues to undertake inspections to establish suitability of the agency for Community Service Work.

# Essential requirements

* Successful completion of the community service training.
* Current driver’s licence and have a willingness/ability to drive within NSW.

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 | * 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 |
| Relationships logo  | **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 |
| Relationships logo  | **Work Collaboratively**Collaborate with others and value their contribution | * Build a supportive and cooperative team environment
* Share information and learning across teams
* Acknowledge outcomes that were achieved by effective collaboration
* Engage other teams and units to share information and jointly solve issues and problems
* Support others in challenging situations
* Use collaboration tools, including digital technologies, to work with others
 | Intermediate |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team and unit objectives and align operational activities accordingly
* Initiate and develop team goals and plans, and use feedback to inform future planning
* Respond proactively to changing circumstances and adjust plans and schedules when necessary
* Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
* Accommodate and respond with initiative to changing priorities and operating environments
 | Intermediate |
| 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 |

# 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 | Foundational |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| 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 | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| 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 | Foundational |