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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Division/Branch/Unit** | Inspector of Custodial Services |
| **Location** | Sydney |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role Number** | 50006421 |
| **ANZSCO Code** | 599999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 29 July 2021  | **Ref: ICS 0008** |
| **Agency Website** | www.inspectorcustodial.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Primary purpose of the role

Support the Inspector of Custodial Services to ensure that functions under the Inspector of Custodial Services Act 2012 are carried out in a professional and timely manner and the Official Visitor Program is conducted under the [Crimes (Administration of Sentences) Act 1999](https://www.legislation.nsw.gov.au/#/view/act/1999/93) and the [Children (Detention Centres) Act 1987](https://www.legislation.nsw.gov.au/#/view/act/1987/57).

Analyse complaints data and reports and provide advice to the Inspector of Custodial Services on issues impacting on the custodial system. Participate in inspections and reviews of custodial and youth justice centres.

# Key accountabilities

* Manage the daily operations of the Official Visitor Program within budget and to deliver a high quality program that provides comprehensive support to approximately 80 Official Visitors across the State.
* Coordinate the appointment and resignation of Official Visitors according to legislative requirements, including arranging relief when Official Visitors cannot attend their assigned centre.
* Assist with the inspection of correctional and youth justice facilities including liaison with management at custodial centres to provide information about the Official Visitor Program and Official Visitor appointments and movements within their centre.
* Ensure Official Visitors receive quality induction, ongoing training and advice, including advice on legislation, policy, operational requirements and issues to enable them to exercise their functions.
* Ensure Official Visitors receive timely updates on recent developments and any matter that may impact on the effective delivery of their duties.
* Assist with the preparation of statutory and non-statutory reports relating to the Official Visitor Program and custodial service inspections.
* Participate in forums, working parties, multi-agency committees, and meetings with key stakeholders ie with Corrective Services NSW, Youth Justice NSW, Justice Health and Forensic Mental Health Network NSW and the NSW Ombudsman.
* Provide strategic advice, information and reports to the Inspector of Custodial Services in relation to the operation of the Official Visitor Program and any issues or developments that may affect the smooth running or integrity of the Official Visitor Program.

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# Key challenges

* Recruiting, selecting and allocating Official Visitors to meet operational requirements within budget.
* Prioritising tasks and providing timely advice in a high volume work environment.
* Ensuring effective communication is maintained between Official Visitors and custodial centre staff.
* Ensuring Official Visitors maintain professional boundaries and standards.

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# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Inspector of Custodial Services | For advice and guidance, and to provide accurate information and advice on the Official Visitors Program. |
| Official Visitors | Provide advice and support to approximately 80 Official Visitors, in relation to policy, operational, and legislative requirements and issues. |
| Minister for Counter Terrorism and CorrectionsMinister for Families, Communities and Disability ServicesMinisterial staff | Provide advice and information regarding the efficient administration of the Official Visitor Program. |
| **External** |  |
| Staff in Corrective Services NSW | To seek advice and provide information regarding Corrective Services Official Visitors and the Official Visitor Program. |
| Staff in Youth Justice NSW | To seek advice and provide information regarding Youth Justice Official Visitors and the Official Visitor Program. |
| Staff in Justice Health and Forensic Mental Health Network NSW | To seek advice and provide information regarding Official Visitors and the Official Visitor Program. |

# Role dimensions

## Decision making

* Manage recruitment and selection of Official Visitors to centres, and provides a recommendation to the Minister for Appointment.
* Make effective and professional day-to-day decisions to coordinate approximately 80 Official Visitors across the state.
* Provide advice to Official Visitors on policy, operational, and legislative requirements, but refers complex issues or issues that may affect the smooth running or integrity of the Official Visitor Program to the Inspector of Custodial Services.
* Initiate reviews of the official visitor program as well as work practices, skill sets, and the administrative processes of the Official Visitor program, and makes recommendations to the Inspector of Custodial Services and Minister for approval.

## Reporting line

Reports to the Inspector of Custodial Services.

## Direct reports

## Nil

## Budget/Expenditure

$740,000

# Key knowledge and experience

Experience interpreting legislation, and policy and the ability to contribute to the development of more efficient and effective work practices, policy and procedure.

# Essential requirements

A tertiary qualification in a relevant discipline or equivalent experience.

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 |
| 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 | **Finance**Understand and apply financial processes to achieve value for money and minimise financial risk | * Understand core financial terminology, policies and processes, and display knowledge of relevant recurrent and capital financial measures
* Understand the impacts of funding allocations on business planning and budgets
* Identify discrepancies or variances in financial and budget reports, and take corrective action
* Know when to seek specialist advice and support and establish the relevant relationships
* Make decisions and prepare business cases, paying due regard to financial considerations
 | Adept |

# 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 | Intermediate |
| 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 | Intermediate |
| Relationships logo  |  |  |  |
| 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 | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | 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 |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | 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 |