

## ROLE DESCRIPTION

### Domestic and Family Violence Bail Coordinator

<b>Cluster</b>	Stronger Communities	
	Corrective Services NSW (CSNSW)	
<b>Division/Branch/Unit</b>	Community, Industry & Capacity/ Community Corrections/Intensive Rehabilitation	
<b>Location</b>	Various	
<b>Classification/Grade/Band</b>	Clerk Grade 7/8	
<b>Role Number</b>	TBA	
<b>ANZSCO Code</b>	511231	
<b>PCAT Code</b>	2119192	
<b>Date of Approval</b>	24 January 2025	<b>Ref: CS0728</b>
<b>Agency Website</b>	<a href="http://www.correctiveservices.dcj.nsw.gov.au">www.correctiveservices.dcj.nsw.gov.au</a>	

**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 Domestic and Family Violence (DFV) Bail Coordinator performs project management and support activities to contribute to the development and delivery of DFV Bail electronic monitoring (EM) and DVEM in line with established objectives and to maintain high standards of professional service delivery within the Intensive Rehabilitation Directorate (IR).

#### Key accountabilities

- Provide a range of project management and support services, including preparation of reports and briefs, coordinating resources, maintaining documentation and implementing and monitoring program and delivery plans, to ensure program outcomes are achieved on time, on budget, to quality standards and within agreed scope for DFV EM programs within IR.
- Prepare and maintain documentation for reporting, monitoring and evaluation purposes to ensure accessibility of quality information and contribute to the achievement of DFV EM and service delivery outcomes.

- During business hours, manage the initial response to incidents and issues relating to both technical faults and failures of DFV EM equipment to identify causes and implementation of remedial actions that do not compromise the recording of accurate, timely and complete electronic monitoring data.
- During business hours, assist during immediate response situations, including escalating to the DFV Bail Coordinator and providing the NSW Police Force (NSWPF) with immediate information during breach responses.
- Point of contact for electronic monitoring operators regarding questions, concerns, or inquiries for individuals subject to DFV EM.
- Provide support to the NSWPF during investigations relating to breaches of orders and other criminal matters including the preparation of expert certificates and gathering information.
- Communicate with key stakeholders to facilitate the exchange of information to support the EEMG in the delivery of DFV EM in line with program objectives and high-quality service delivery.
- Source, collate and compile data and information to identify emerging issues, identifying trends and preparing briefs, to support informed decision-making, planning and governance of DFV EM.
- Monitoring the state-wide recording and maintenance of DFV EM equipment to ensure appropriate inventory and required upkeep of equipment and replacement needs.

## Key challenges

- Delivering a range of project management and support services, given tight deadlines, limited resources and the need to manage competing priorities.
- Balancing competing demands whilst ensuring quality services are provided in a pressured / high volume and sensitive work environment.
- Maintaining confidentiality, privacy and security of data, and integrity of the program given the complexity of the electronic monitoring system.

## Key relationships

Who	Why
<b>Internal</b>	
Senior DFV Bail Coordinator	<ul style="list-style-type: none"> <li>• Provide advice and contribute to decision making regarding DFV EM and DV EM Bail issues.</li> <li>• Escalate issues and propose solutions.</li> <li>• Receive guidance and provide regular updates, issues and priorities</li> </ul>
Stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships and open channels of communication.</li> <li>• Exchange information and respond to enquiries.</li> <li>• Support and work collaboratively to achieve DFV EM outcomes.</li> <li>• Provide support in use of equipment and resolution of equipment failure and technical faults</li> </ul>

Who	Why
<b>External</b>	
Stakeholders	<ul style="list-style-type: none"> <li>• Develop and maintain effective relationships and open channels of communication.</li> <li>• Exchange information and respond to enquiries</li> </ul>

## Role dimensions

### Decision making

The role has autonomy in coordinating and managing their work and makes decisions on matters under their direct control. The DFV Bail Coordinator will need to negotiate tasks and deadlines with senior managers.

The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation. The occupant of the role may consult with the or other senior staff on more complex matters.

### Reporting line

The role reports to the District Director

### Direct reports

Nil

### Budget/Expenditure

Nil

## Key knowledge and experience

Understanding of the criminal justice system and role of Community Corrections

## Essential requirements

Current NSW driver's licence and have a willingness/ability to drive within NSW may be a requirement in some districts. 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](#) 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	<b>Manage Self</b> Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> <li>• Keep up to date with relevant contemporary knowledge and practices.</li> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths.</li> <li>• Show commitment to achieving challenging goals.</li> <li>• Examine and reflect on own performance.</li> <li>• Seek and respond positively to constructive feedback and guidance.</li> <li>• Demonstrate and maintain a high level of personal motivation</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views.</li> </ul>	Adept

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>• Share information across teams and units to enable informed decision making.</li> <li>• Write fluently in plain English and in a range of styles and formats.</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	
	<p><b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>• Use own and others' expertise to achieve outcomes and take responsibility for delivering intended outcomes.</li> <li>• Make sure staff understand expected goals and acknowledge staff success in achieving these.</li> <li>• Identify resource needs and ensure goals are achieved within set budgets and deadlines.</li> <li>• Use business data to evaluate outcomes and inform continuous improvement.</li> <li>• Identify priorities that need to change and ensure the allocation of resources meets new business needs.</li> <li>• Ensure that the financial implications of changed priorities are explicit and budgeted for</li> </ul>	Adept
	<p><b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity.</li> <li>• Research and analyse information to make recommendations based on relevant evidence.</li> <li>• Identify issues that may hinder the completion of tasks and find appropriate solutions.</li> <li>• Be willing to seek input from others and share own ideas to achieve best outcomes.</li> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs</li> </ul>	Intermediate

## FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>• Understand all components of the project management process, including the need to consider change management to realise business benefits.</li> <li>• Prepare clear project proposals and accurate estimates of required costs and resources.</li> <li>• Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements.</li> <li>• Identify and evaluate risks associated with the project and develop mitigation strategies.</li> <li>• Identify and consult stakeholders to inform the project strategy.</li> <li>• Communicate the project's objectives and its expected benefits.</li> <li>• Monitor the completion of project milestones against goals and take necessary action.</li> <li>• Evaluate progress and identify improvements to inform future projects</li> </ul>	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	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	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	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	Intermediate
	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