

ROLE DESCRIPTION

Senior Classification & Placement Officer

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Custodial Corrections / Correctional Centre	
Location	Various	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	TBA	
ANZSCO Code	531111	
PCAT Code	1119192	
Date of Approval	18 August 2021	Ref: CS0216
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

Lead and supervise a team in a correctional centre in the coordination and facilitation of the Classification and Placement processes, policy and procedures to achieve the appropriate, efficient and effective placement of inmates state-wide.

Key accountabilities

- Coordinate, supervise and participate in the operations of the Classification and Placement team (CPT) in a custodial environment to achieve quality outcomes.
- Provide advice to stakeholders on the full scope of Inmate Classification and Placement Procedures including all responsibilities, requirements, and processes including inmates and case management unit and staff.
- Resolve issues on classification and placement of inmates and oversee the collation of inmate review applications and contribute to the development and modification of systems and operational procedures for continual improvement of classification and placement practices.

- Conduct thorough analysis of information to ensure critical and relevant information concerning an inmate is assessed in accordance with their CPT review and is recorded on the Offender Integrated Management System (OIMS) and in the inmates Case File.
- Generate reports, identify inmates to be transferred, complete required checks and documentation and communicate with Inmate Transfer Section – re S 23 Requests.
- Review and monitor records of inmate numbers, population mix and status and assessments to provide details to Correctional Centre and Classification Management including inmates who are of interest to any state and federal government agencies.
- Manage and develop the team capability in all applicable policies, procedures and legislation regarding inmate classification and placement functions.

Key challenges

- Balancing the needs of offender classification whilst ensuring goals identified within the case plan are achieved.
- Managing, motivating and encouraging a team of classification and placement officers.
- Adapting workloads and adjusting priorities to ensure the completion of necessary tasks while coping with unplanned events/emergencies.

Key relationships

Who	Why
Internal	
Governor/ Classification Manager	• For leadership, guidance and to provide information and reports on compliance and performance
Senior Centre Business Manager/ Centre Business Manager	• For the approval of leave and time sheets in the system following principle approval of line manager.
Custodial, Industrial staff; and Intelligence Officers	• To collect documentation and coordinate classification and placement requirements
Classification & Placement Officer	• To provide guidance and training, allocate and monitor caseloads.
Staff of Inmate Classification and Placement Branch	• To exchange information and keep up to date with changes to policies and procedures
Serious Offenders Review Council, Probation and Parole staff	• To provide information and coordinate assessment committee visits
Inmate Transfer Section	• In relation to the movement of inmates
Management and peers in other Centres	• To exchange information and provide expert advice on specific cases and programs.
Parole Board	• To exchange information
External	

Who	Why
Inmates	<ul style="list-style-type: none"> To provide advice and information on classification and placement and appeal rights
Law enforcement agencies, Official Visitors, Inspector General, and the Ombudsman's Office	<ul style="list-style-type: none"> To provide information regarding inmates and the classification process.
Local, District and Supreme courts	<ul style="list-style-type: none"> To obtain and provide advice pertaining to sentencing remarks and outstanding court matters
Families of inmates	<ul style="list-style-type: none"> To provide information on issues of inmate management and classification.
Staff of Justice Health	<ul style="list-style-type: none"> To exchange information on inmates

Role dimensions

Decision making

Coordinate and participate in the CPT assessments along with Functional Manager Case Manager and other relevant staff and complete initial classifications in accordance with delegated authority. Note - Classification of inmates is approved by Classification Manager or Deputy.

The role exercises delegations, if applicable within the provisions of the Delegations Manual, CSNSW policies and procedures, Public Sector wide policies and procedures and relevant legislation, i.e. initial assessments.

The role will seek direction from the Manager, Inmate Classification and Placement for activities relating to the classification and placement processes, policy and procedures.

Reporting line

The role reports to either the Senior Assistant Superintendent or Manager of Security or the Governor (depending on location and size of the Centre).

Direct reports

Up to four direct reports.

Budget/Expenditure

Nil

Key knowledge and experience

- Extensive knowledge of and the ability to interpret and apply current legislation, policies and procedures in respect Classification, Reception, Screening and Induction, and movements.
- Understanding of contemporary corrections issues and priorities.

Essential requirements

Current and valid driver's licence and willingness to travel 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

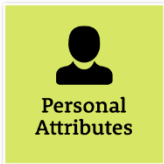

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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**.

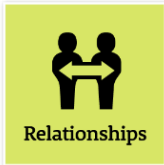
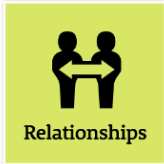
Focus capabilities

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
	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"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • 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 	
 <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 outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict 	
	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed 	Intermediate
	<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
	<p>Manage and Develop People Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> • 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 	Intermediate

FOCUS CAPABILITIES






Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none">• 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	

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	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	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	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	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
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	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