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| **Portfolio** | Communities and Justice  |
| **Department** | Corrective Services NSW (CSNSW) |
| **Division/Branch/Unit** | Security & Intelligence, Corrections Intelligence Group |
| **Location** | Silverwater |
| **Classification/Grade/Band** | Senior Correctional Officer |
| **Role Number** | various |
| **ANZSCO Code** | 442111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 29 November 2017 (updated Apr 21) | **Ref:** **CS0130** |
| **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

Collect, analyse and disseminate intelligence information which assists staff in the management of offenders both in custody and under community supervision. Supervise the daily activities of staff in the provision of intelligence products on security and safety matters in the correctional and community environments.

# Key accountabilities

* Analyse complex information from various internal and external sources (such as daily synopsis or e-mail alerts) to assess matters of significant interest, (e.g., serious acts of violence, use of contraband, mobile phones or any information of intelligence value) and either coordinate preliminary action following set procedures or alert the appropriate senior management for further action elsewhere within CSNSW.
* Prepare comprehensive and timely intelligence reports, briefing notes and documents to assist in decision making and strategic direction of the Division.
* Undertake the duties of the Duty Officer which includes the management of serious incident reporting notifications via the Incident Reporting Module (IRM) of the Offender Integrated Management System (OIMS).
* Undertake other business activities in line with legislative and policy requirements for the effective operation of the Corrections Intelligence Group.
* Build and maintain effective relationships with internal and external intelligence staff and other personnel and provide exceptional customer service to stakeholders.
* Maintain strict confidentiality over sensitive information and ensure it is only accessible by authorised personnel.
* Supervise, motivate and train junior staff in serious incident reporting and intelligence activities.

# Key challenges

* Balance competing management /customer demands of the role in a high volume and sensitive work environment.
* Arrange daily work requirements of the team to meet required deadlines.
* Maintaining the confidentiality of sensitive information ensuring access by authorized personnel.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| General Manager  | * For reporting and guidance and provision of expert advice on all information and intelligence
 |
| Manager of Security | * For operational management, leadership, direction and staff performance management.
 |
| Senior Custodial Managers | * Provide key decision support material to department stakeholders with regard to tactical, operational, and strategic operational matters.
 |
| Staff / Work Team | * For supervision, training and performance management
 |
| Counterparts and peers at other correctional centres | * Provide relevant information to all departmental areas for the purpose of promoting safety and security
 |
| Clients/customers | * Communicate services and resolve issues
 |
| Courts and other judicial agencies | * For exchanging information in relation to inmates
 |
| **External** |  |
| Customers/stakeholders | * The provision of timely intelligence services to staff in custodial and community corrections divisions.
 |
| Other NSW and Federal government organisations  | * Liaise between Corrections Intelligence Group and relevant law enforcement agencies.
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# Role dimensions

## Decision making

The incumbent uses judgement in gathering data, analysing, disseminating and storing information in relation to the administration, management and notifications of all serious incidents on the IRM.

Matters beyond the expertise of the position holder or those that may have an adverse effect on the Department are to be escalated to senior management or other stakeholders for urgent and appropriate action.

## Reporting line

Manager of Security

Senior Assistant Superintendents; Clerks Grade 9/10

Assistant Superintendent

## Direct reports

Correctional Officers; Collation Officers

## Budget/Expenditure

## Nil

# Essential requirements

* Current Certificate III in Correctional Practice or appropriate and relevant custodial experience.
* Possess a current drivers licence and willingness and ability to drive in the course of duties throughout NSW.
* Be an Australian Citizen in order to obtain a National Security Clearance within 6 months.

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 | **Display Resilience and Courage**Be open and honest, prepared to express your views, and willing to accept and commit to change | * Be flexible and adaptable and respond quickly when situations change
* Offer own opinion and raise challenging issues
* Listen when ideas are challenged and respond appropriately
* Work through challenges
* Remain calm and focused in challenging situations
 | Intermediate |
| Personal Attributes logo | **Act with Integrity**Be ethical and professional, and uphold and promote the public sector values | * Represent the organisation in an honest, ethical and professional way
* Support a culture of integrity and professionalism
* Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct
* Recognise and report misconduct and illegal and inappropriate behaviour
* Report and manage apparent conflicts of interest and encourage others to do so
 | Adept |
| 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 | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Be proactive in taking responsibility and being accountable for own actions
* Understand delegations and act within authority levels
* Identify and follow safe work practices, and be vigilant about own and others’ application of these practices
* Be aware of risks and act on or escalate risks, as appropriate
* Use financial and other resources responsibly
 | Intermediate |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Display familiarity and confidence when applying technology used in role
* Comply with records, communication and document control policies
* Comply with policies on the acceptable use of technology, including cyber security
 | Foundational  |
| 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 |  |  |  |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | 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 | Foundational |
| 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 | Intermediate |
| 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 |
| 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 |
| People Management logo |  |  |  |
| 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 | Foundational |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Foundational |