ROLE DESCRIPTION

Senior Correctional Officer

Portfolio	Communities and Justice
Department	Corrective Services NSW (CSNSW)
Division/Branch/Unit	Security and Intelligence/Security Operations Group
Location	Various – Metropolitan and Regional
Classification/Grade/Band	Senior Correctional Officer
Role Number	Various
ANZSCO Code	442111
PCAT Code	1119192
Date of Approval	26 July 2018 **Ref: CS0184**
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

Provide a high standard of security and assistance to Governors, senior management and officers in charge of correctional centres within NSW to assist in the maintenance of good order, discipline, safety and security of Correctional Centres.

Supervise, train and lead the daily activities of operational teams of Correctional Officers within Security Operations Group to ensure delivery of quality services.

Key accountabilities

- Supervise, motivate, train and assist staff in the performance of their duties to ensure effective and safe work practices are carried out and good order and security is maintained in all areas in line with relevant legislation and CSNSW requirements.

- Provide security services and support to senior management, to assist in the maintenance of good order, safety, discipline and security of centres.

- Assist with the conduct of random and targeted physical searches of centres and of inmates and visitors, and for any other area of operations as required, to locate and remove illegal and restricted substances, articles and devices and contribute to the security and good order of the centres.
- Respond effectively and professionally to routine requirements or to any emergency, critical incident or breach of security situation, provide expert advice and assessments, and prepare reports and recommendations on findings to inform decision making about centre security matters.
- Label, register and store drug and non-drug exhibits correctly to adhere to required CSNSW procedures.
- Assist with staff training for correctional centres to enhance security and operating procedures in accordance with policy and legislative requirements.

Key challenges

- Making objective and fair decisions without referral to the Officer in Charge to maintain a secure and stable environment, where duties can vary at any time dependent on circumstances and critical incidents
- Facilitating the flexible carriage of reactive and proactive priorities within resource allocation constraints, given the subsequent effect on security issues and procedures
- Adapting to new initiatives and changing procedures in a flexible manner whilst analysing and prioritising the constant and conflicting demands on the role

Key relationships

Who	Why
Internal	
Manager/Officer in Charge/Governors	• Assist with responsibilities to Assistant Superintendent and Governor • Clarify instructions and receive daily direction • Provide updates and reports on all matters that come to hand
Direct reports	• Liaise regarding organisation of duties and operational priorities • Manage and resolve identified performance issues • Facilitate staff development and training
External	
Courts / law enforcement agencies, medical staff/public	• Liaise in conduct of security, emergency and critical incident situations • Respond to enquiries
Inmates and their families	• Respond with tact and diplomacy to ensure safety and security

Role dimensions

Decision making

The role operates under specific directions given by the manager / officer in charge and undertakes duties in accordance with relevant legislation, set practices and procedures.

The role makes all decisions in regards to organisation of daily activities and scheduling within delegated authority.

The role determines which matters need to be referred to the manager / officer in charge for guidance to ensure that the security of the area is not breached or the level of safety reduced.

Reporting line

The role reports to the Assistant Superintendent

Direct reports

Up to 5 (regional locations)

Up to 14 (metropolitan)

Budget/Expenditure

Nil

Essential requirements

- Current Certificate III in Correctional Practice, or appropriate and relevant custodial experience
- Current driver's licence appropriate to meet all job requirements and ability and willingness to drive official vehicles throughout NSW
- Pass and maintain the standard Security Operations Group fitness test
- Successful completion of Emergency Response Operators Course (EROC) and Chemical Munitions Operators Course (CMOC)
- Capacity and willingness to travel at short notice and to spend extended periods away from own residence
- Willingness and capacity to undertake further training to perform the duties of any area within SOG including emergency and security procedures

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	**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	**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	Intermediate
Relationships	**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	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
		• Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	
Results	**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
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
Business Enablers	**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

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
People Management	**Manage and Develop People** Engage and motivate staff, and develop capability and potential in others	• Clarify the work required, and the expected behaviours and outputs • Clearly communicate team members' roles and responsibilities • Contribute to developing team capability and recognise potential in people • Recognise good performance, and give support and regular constructive feedback linked to development needs • Identify appropriate learning opportunities for team members • Create opportunities for all team members to contribute • Act as a role model for inclusive behaviours and practices • Recognise performance issues that need to be addressed and seek appropriate advice	Foundational

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	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	Foundational
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	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	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	Foundational
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	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational