

ROLE DESCRIPTION

Senior Program Development Officer

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Offender Management and Programs / Offender Services and Programs	
Location	Various	
Classification/Grade/Band	Clerk Grade 9/10	
Role Number	26134; 26136; 20788	
ANZSCO Code	272613	
PCAT Code	2119192	
Date of Approval	5 September 2018	Ref: CS0208
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

Manage and coordinate a team in the development, planning, coordination, delivery, monitoring and maintenance of a suite of accredited and approved rehabilitation programs for offenders in custody and the community, to enhance community safety and reduce re-offending.

Collaborate with internal stakeholders and external providers to coordinate state-wide training specific to group based programs.

Key accountabilities

- Manage the development, update and maintenance of a comprehensive suite of accredited and approved programs in accordance with the CSNSW Program and Facilitation Standards, to achieve identified program outcomes and reduce re-offending.
- Manage and coordinate the facilitation of externally funded parenting programs to support offender management priorities.

- Monitor the development and delivery of accredited and approved programs to contribute to program integrity, quality and effectiveness, in line with program integrity guidelines.
- Oversee determination of program requirements and make recommendations to resolve program delivery issues and improve program content and flexible program delivery options and methods.
- Provide direction, guidance, training and supervision to staff of all disciplines and external stakeholders to build capability and enhance the content and delivery of group based programs accredited by CSNSW.
- Oversee the maintenance of relevant case management database records regarding the delivery and participation in programs to ensure access and retrieval of information for reporting and decision making.

Key challenges

- Balancing strategic and stakeholder expectations with the day to day management and operational demands of a team of State-wide Programs staff
- Optimising the use of resources in a high volume, challenging and dynamic environment given the need to maintain program delivery standards

Key relationships

Who	Why
Internal	
Director State-wide Programs, Manager, Program Development & Integrity	• For decisions regarding program content and best practice • Receive direction and guidance and clarify instructions • Provide program updates and reports, and advice and recommendations • Liaise to resolve major and critical issues
General Managers/correctional centres Managers and staff	• Liaise to coordinate program delivery and determine methods for the needs of specific participants • Provide information, advice and progress on programs and participation • Provide support for group based program delivery
Program Development Officers / Program Facilitators	• Provide supervision, guidance, training and support • Coordinate program development and delivery
Other program and staff facilitators	• Provide supervision, training, coaching and support
Advisor, Women Offenders / State-wide Manager Specific Needs / Director, Aboriginal Strategy & Policy	• Liaise and consult regarding programs for female, specific needs and indigenous offenders
External	
Government and community agencies	• Exchange information and obtain input on programs, and for the negotiation of contracts with external organisations using CSNSW programs or training

Who	Why
External facilitators	Collaborate to coordinate state-wide training specific to group based programs

Role dimensions

Decision making

The role operates under direction from the Director State-wide Programs through the Manager, Program Development & Integrity in relation to the development and delivery of programs.

The role undertakes duties in accordance with existing policy and guidelines.

The role consults with the Manager, Program Development & Integrity regarding issues relating to risk or crisis.

Reporting line

Manager, Program Development & Integrity

Direct reports

Up to three

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge and understanding of contemporary correctional concepts, principles, practices and issues

Essential requirements

- Relevant tertiary qualifications in a behavioural science or similar field, or equivalent experience
- Current driver's licence and ability and willingness to travel throughout 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
 Personal Attributes	Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	• Promote the value of diversity and inclusive practices for the organisation, customers and stakeholders • Demonstrate cultural sensitivity, and engage with and integrate the views of others • Look for practical ways to resolve any barriers to including people from diverse cultures, backgrounds and experiences • Recognise and adapt to individual abilities, differences and working styles • Support initiatives that create a safe and equitable workplace and culture in which differences are valued • Recognise and manage bias in interactions and decision making	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints	Advanced

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		• Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement and acknowledge input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively	Advanced
	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	- Evaluate outcomes and adjust future plans accordingly - 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
	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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Adept
	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	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	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

COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	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