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| **Portfolio** | Communities and Justice | |
| **Department** | Corrective Services NSW (CSNSW) | |
| **Division/Branch/Unit** | Custodial Corrections | |
| **Location** | Various | |
| **Classification/Grade/Band** | Senior Assistant Superintendent / Principal Correctional Officer | |
| **Role Number** | Various | |
| **ANZSCO Code** | 139100 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 19 May 2017 (updated 30 Aug 2019) | **Ref: CS0093** |
| **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**

Managing the efficient and effective, safe and secure operations and provision of services within an area of a correctional centre or other operational area (e.g., Security and Intelligence) comprising either inmate / offender accommodation or security related infrastructure and operations.

# Key accountabilities

* Manage a functional area in a correctional centre (eg. accommodation, purposeful day routine or security) / other area to ensure compliance with legislation, policy, procedure and duty of care requirements leading to cohesive and collective safe operations.
* Manage a support role in a correctional centre overseeing intelligence gathering or
* classification and placement processes and decisions including case management planning and participation in collaboration with dedicated administrative employees to ensure appropriate classification and placement of inmates focussed on security and safety of the centre and the broader community contributing to effective inmate management and the reduction of reoffending.
* Contribute to the implementation of the strategic direction of the centre, the achievement of Key Performance Indicators and Performance Indicators and monitoring and implementation of Management Support Agreements.
* Provide accurate, timely and appropriate advice to the senior management on all operational matters in the area of responsibility.
* Monitor the budget and resources of the area of responsibility including adequate resources to maintain operations, that overtime and casual expenditure is within budget, and absenteeism is minimised.
* Manage subordinate custodial supervisors to ensure all security and administrative activities are completed including but not limited to reporting activities such as daily security reports and incident reports, advising and mentoring in relation to complex human resource issues and performance and conduct of related interviews with custodial employees in the area of responsibility.
* Comply with static and dynamic security programs and activities in particular in relation to inmate movements and escorts, liaising with the relevant Court Escort Security Units and other stakeholders as necessary.
* Manage the inmate misconduct processes, following the principles of natural justice for minimising employee – inmate conflict for a harmonious and safe environment.
* Implement the Department’s performance management system, including developing and maintain training plans for an assigned team and actively promote the values of the Department

# Key challenges

* Managing competing demands and priorities given the position operates in a high risk legally regulated environment subject to political and public scrutiny.
* Need for provision of high level customer service provision with limited resources, whilst ensuring optimum security level and safety of employees, inmates and the community.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Custodial Managers | * For reporting and guidance when required to ensure the optimum performance of duties and the safe and secure operation of the centre. * Performance management to ensure performance meets an acceptable standard as well as continuous improvement. * Provide clear and detailed reports to Senior Officers at the completion of shifts and as required in regard to daily occurrences to contribute to the continuity of the operation of the area. |
| Subordinate custodial and other employees | * For providing supervision, leadership and guidance and advice underpinned by Department values |
| Other stakeholders | * For clarifying and / or resolving issues. |
| **External** |  |
| Stakeholders in other agencies and organisations | * For exchanging information relevant to inmates. |

## Decision making

Decisions are made by this role within the framework of Custodial Operations standards and procedures and the Department’s Human Resource and Financial Delegations.

The role may be placed on an on call and/or rotating weekend roster in which the role holder will assume the Officer in Charge responsibilities.

## Reporting line

## Governor / Manager of Security (large centres only)

## Direct reports

Senior Correctional Officers

Other employees as necessary

## Budget/Expenditure

## Nil

# Essential requirements

* Current Certificate III in Correctional Practice or appropriate and relevant custodial experience at a senior level
* Driver’s Licence with ability and willingness to drive throughout NSW.
* Comply with National Heavy Vehicle Law and Regulations and Chain of Responsibility Policy and Procedures. (CESU roles only)

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, 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 | |
| Personal Attributes logo | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices * 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 | | | | Adept | |
| Relationships logo | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * 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 | |
| Results logo | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | * Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes * Make sure staff understand expected goals and acknowledge staff success in achieving these * Identify resource needs and ensure goals are achieved within set budgets and deadlines * Use business data to evaluate outcomes and inform continuous improvement * Identify priorities that need to change and ensure the allocation of resources meets new business needs * Ensure that the financial implications of changed priorities are explicit and budgeted for | | | | Adept | |
| Results logo | **Demonstrate Accountability**  Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Assess work outcomes and identify and share learnings to inform future actions * Ensure that own actions and those of others are focused on achieving organisational outcomes * Exercise delegations responsibly * Understand and apply high standards of financial probity with public monies and other resources * Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others’ health and safety * Conduct and report on quality control audits * Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks | | | | Adept | |
| Business Enablers logo | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * 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 | |
| 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 | |
| People Management logo | **Optimise Business Outcomes**  Manage people and resources effectively to achieve public value | * Develop team and unit plans that consider team capabilities and strengths * Plan and monitor resource allocation effectively to achieve team and unit objectives * When planning resources, consider the attraction and retention of people of diverse cultures, backgrounds and experiences * Ensure that team members work with a good understanding of business principles as they apply to the public sector context * Participate in wider organisational workforce planning to ensure that capable resources are available | | | | 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 |  |  |  |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| 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 | Intermediate |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| 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 | Intermediate |
| 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 | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |