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| --- | --- |
| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corrective Services /Custodial Corrections / Correctional Centre |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | TBA |
| **ANZSCO Code** | 313112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 15 October 2018 | **Ref: CS0217** |
| **Agency Website** | www.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs. For the first time, the creation of DCJ and Stronger Communities provides an opportunity to focus on prevention and early intervention across both the social welfare and justice systems.

# Primary purpose of the role

Coordinate and facilitate the Classification and Placement processes, policy and procedures to achieve the appropriate, efficient and effective placement of inmates state wide.

# Key accountabilities

* Coordinate and participate in the operations of the Classification and Placement process in a custodial environment to achieve quality outcomes.
* Coordinate and participate in the Classification Placement Team (CPT) assessments in accordance with delegated authority.
* Provide advice to internal and external stakeholders on the full scope of Inmate Classification and Placement Procedures including all responsibilities, requirements and processes Resolve issues on classification and placement of inmates 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 reviewed in accordance with their CPT review and that it is stored in their inmates Case File.
* Generate reports, identify inmates to be transferred, complete required checks and documentation and communicate with Inmate Transfer Section in order to facilitate 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 DIAC.
* Participate in the Classification Placement Team (CPT) with the Functional Case Manager. Classification of inmates is approved by Classification Manager or Deputy Manager.

# Key challenges

* Balancing the needs of offender classification whilst ensuring goals identified within the case plan are achieved.
* Adapting workloads and adjusting priorities to ensure the completion of necessary tasks while coping with unplanned events/emergencies.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Classification & Placement Officer | * For leadership, guidance and to provide information and reports on compliance and performance
 |
| Senior Centre Business Manager/ Centre Business Manager/ Centre Finance and Administration 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 provide and exchange information
 |
| **External** |  |
| Inmates | * To provide advice and information on classification and placement and appeal rights
 |
| Law enforcement agencies, Official Visitors, Inspector General, and the Ombudsman’s Office | * To provide information regarding inmates and the classification process.
 |
| Local, District and Supreme courts | * To obtain and provide information pertaining to sentencing remarks and outstanding court matters
 |
| Families of inmates | * To provide information on issues of inmate management and classification.
 |
| Staff of Justice Health | * To exchange information on inmates
 |

# Role dimensions

## Decision making

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.

The role will seek guidance and advice 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 Classification and Placement Review Officer or Senior Assistant Superintendent or Manager of Security or the Governor (depending on location and size of the Centre)

## Direct reports

Nil

## Budget/Expenditure

## Nil

# Key knowledge and experience

* 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 driving 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](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 | * Adapt existing skills to new situations
* Show commitment to achieving work goals
* Show awareness of own strengths and areas for growth, and develop and apply new skills
* Seek feedback from colleagues and stakeholders
* Stay motivated when tasks become difficult
 | Intermediate |
| 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 |
| Relationships logo  | **Influence and Negotiate**Gain consensus and commitment from others, and resolve issues and conflicts | * Use facts, knowledge and experience to support recommendations
* Work towards positive and mutually satisfactory outcomes
* Identify and resolve issues in discussion with other staff and stakeholders
* Identify others’ concerns and expectations
* Respond constructively to conflict and disagreements and be open to compromise
* Keep discussions focused on the key issues
 | Intermediate |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * 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 |
| 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 |

# 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 | 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 | Intermediate |
| Work Collaboratively | Collaborate with others and value their contribution | 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 |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| 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 |