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| **Portfolio** | Communities and Justice | |
| **Department** | Corrective Services NSW (CSNSW) | |
| **Division/Branch/Unit** | Community Industry and Capacity/Work Readiness | |
| **Location** | 6 Parramatta Square | |
| **Classification/Grade/Band** | Clerk Grade 7/8 | |
| **Role Number** | Various | |
| **ANZSCO Code** | 223311 | |
| **PCAT Code** | 1228292 | |
| **Date of Approval** | 19 March 2025 | **Ref: CS0498** |
| **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

The Offender Employment Officer is responsible for identifying eligible offenders for participation in employment programs. The role researches and monitors current employment and vocational training trends and best practice approaches to ensure alignment of education and training programs in custody with in-demand vocational skills.

This includes the development and management of partnerships with group training organisations, employers and employment service providers to facilitate pathways for inmates to obtain and maintain post release employment.

# Key accountabilities

* Provide ongoing support to offenders to ensure vocational plans are implemented in accordance with case plan and policy requirements.
* Liaise with internal stakeholders including Case Management Officers, Classification and Placement, Education and custodial staff to ensure all parties are consulted, supportive and contributing to reintegration activities.
* Develop and manage partnerships with group training organisations, employers and employment service providers to provide post release training and employment opportunities for inmates.
* Conduct research, develop and present reports on current employment trends and aligned vocational training to develop inmate training and employment pathways.
* Develop and maintain policy and procedure in relation to vocational pathways and their links to post release employment.
* Provide end to end administrative support of employers, employment service providers and group training organisation accounts.
* Provide a range of management and support services, including preparation of reports and briefs, coordinating resources, maintaining documentation and implementing and monitoring plans, to ensure outcomes are achieved on time, on budget, to quality standards and within agreed scope, in line with established agency project management methodology.
* Provide timely advice and communication to relevant stakeholders regarding workplan status and issues.

# Key challenges

* Working with inmates both pre and post release, including within the custodial environment.
* Keeping abreast with the changing environment and policy and ensuring that changes are disseminated and implemented.
* Building commitment and engaging with diverse stakeholders to ensure programs and initiatives include widespread consultation and encourage a cooperative approach.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Offender Employment Officer | For reporting, leadership, guidance and advice |
| Other CSNSW Staff | Work collaboratively to develop strategies to meet business objectives |
| Stakeholders | Develop and maintain effective relationships and open channels of communication |
| **External** |  |
| Employers and Training Organisations | Develop and maintain effective working relationships |

# Role dimensions

## Decision making

## The role has autonomy in coordinating and managing their work and makes decisions on matters under their direct control. The Offender Employment Officer will need to negotiate tasks and deadlines with senior managers.

## The role has discretion in deciding how a task will be conducted, including decisions on who to consult, both within and outside the organisation. The occupant of the role may consult with senior managers on more complex matters.

## Reporting line

## The role reports to the Senior Offender Employment Officer.

## Direct reports

Nil

## Budget/Expenditure

Nil

# Key knowledge and experience

* Understanding of the nature of offending and the challenges this cohort presents.
* Demonstrated experience in research and analysis.
* Demonstrated experience in building effective relationships.
* Understanding of employer networks.

# Essential requirements

Current NSW drivers’ licence and preparedness to drive a vehicle in the course of performing the role.

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 | **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 |
| 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 | **Work Collaboratively**  Collaborate with others and value their contribution | Encourage a culture that recognises the value of collaboration  Build cooperation and overcome barriers to information sharing and communication across teams and units  Share lessons learned across teams and units  Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work  Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services | | | Adept |
| Relationships logo | **Influence and Negotiate**  Gain consensus and commitment from others and resolve issues and conflicts | Negotiate from an informed and credible position  Lead and facilitate productive discussions with staff and stakeholders  Encourage others to talk, share and debate ideas to achieve a consensus  Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes  Influence others with a fair and considered approach and sound arguments  Show sensitivity and understanding in resolving conflicts and differences  Manage challenging relationships with internal and external stakeholders  Anticipate and minimise conflict | | | Adept |
| Results logo | **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 logo | **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 logo | **Project Management**  Understand and apply effective planning, coordination and control methods | Perform basic research and analysis to inform and support the achievement of project deliverables  Contribute to developing project documentation and resource estimates  Contribute to reviews of progress, outcomes and future improvements  Identify and escalate possible variances from project plans | | | 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 |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |

|  |  |  |  |
| --- | --- | --- | --- |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Adept |
| Results logo |  |  |  |
| 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 logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Technology | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |