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| **Cluster** | Stronger Communities  |
| **Department** | Department of Communities and Justice |
| **Division/Branch/Unit** | Corrective Services NSW (CSNSW) / Corrections Industry and Capacity /Corrective Services Industries (CSI) |
| **Location** | Sydney and Regional NSW |
| **Classification/Grade/Band** | Overseer |
| **Role Number** | Various |
| **ANZSCO Code** | 399999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 13 February 2015 (Updated 9/10/20)  | **Ref: CS0155** |
| **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.

# Primary purpose of the role

Supervise and develop inmates through managing, coaching, instructing and encouraging them, as members of a team, in order that they may improve their work skills, enhance their post-release employment prospects and contribute productively to Service/Business Unit objectives.

Oversee the activities of the team to ensure productivity efficiency and other commercial objectives are achieved whilst ensuring all Workplace Health and Safety and Quality Management requirements and customer service needs are met.

# Key accountabilities

* Supervise, coach, train, instruct and work with inmates to develop their work skills in order to enhance their post-release employment opportunities, thereby reducing their risk of re-offending.
* Provide a positive role model and demonstrate personal values, such as honesty, ethics and integrity which support CSI and social values.
* Positively contribute to the business unit operations through the delivery of work related inmate training, including the implementation of Inmate Traineeships.
* Provide detailed input to case management reporting through the Work Readiness Program.
* Manage resources efficiently and effectively to achieve planned outcomes.
* Create and maintain a safe working environment for staff, contractors, inmates and visitors to comply with Work Health & Safety legislation.

# Key challenges

* Achieving production targets and vocational skill development in accordance with integrated program delivery expectations.
* Achieving commercial production standards in the areas of quality and efficiency given the limited skills and work experience that inmates may bring to the workplace.
* Ensuring the workplace health and safety of all stakeholders and sustaining awareness of security in all daily activities.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Senior Overseer of the Unit or relevant manager | * Escalate issues, keep informed, advise and receive instructions.
* Ensuring the security and work health and safety requirements and processes are adhered to.
* Liaise with in relation to all aspects of Inmate employment.
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| Customers | * Provision of goods and services, ensuring they meet quality standards and customer expectations.
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| Centre Staff | * Ensure security and integrated program delivery expectations are met.
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| Work Team | * Provide direction and manage performance.
* Review work and proposals of team members.
* Obtain the work group perspective and share information.
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| **External** |  |
| Customers and Suppliers | * Monitor provision of service to ensure compliance with contracts and service agreements.
* Actively seek new business development opportunities.
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| Inmates (of all classifications, physical and intellectual disabilities and differing skill levels) | * Supervision, coaching, training and instructing.
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# Role dimensions

## Decision making

Make decisions about the work methods, safety practices and priorities to meet agreed product or service delivery targets. The role negotiates and resolves service issues with clients to achieve agreed outcomes.

## Reporting line

The role reports to the Senior Overseer of the Unit or the relevant manager

## Direct reports

Nil

## Budget/Expenditure

Nil

# Essential requirements

* Current Certificate III in Correctional Practice or capacity to complete Certificate III in Correctional Practice in accordance with specified CSNSW timeframes
* Current driver’s license and preparedness to drive a vehicle in the course of performing the role.
* Relevant trade qualifications

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 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 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 |
| Relationships logo  | **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
* Write and prepare material that is well structured and easy to follow
* Communicate routine technical information clearly
 | Intermediate |
| Results logo | **Deliver Results**Achieve results through the efficient use of resources and a commitment to quality outcomes | * Seek clarification when unsure of work tasks
* Complete own work tasks under guidance within set budgets, timeframes and standards
* Take the initiative to progress own work
* Identify resources needed to complete allocated work tasks
 | Foundational  |
| Results logo | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Take responsibility for own actions
* Be aware of delegations and act within authority levels
* Be aware of team goals and their impact on work tasks
* Follow safe work practices and take reasonable care of own and others’ health and safety
* Escalate issues when these are identified
* Follow government and organisational record- keeping requirements
 | Foundational  |
| Business Enablers logo | **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  |

# 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 |  |  |  |
| 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 |

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| --- | --- | --- | --- |
| Relationships logo  |  |  |  |
| 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 logo |  |  |  |
| Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | 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 |