

ROLE DESCRIPTION

Correctional Officer (K9)

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Security and Custody/ Security Operations Group	
Location	Various – Metropolitan and Regional	
Classification/Grade/Band	Correctional Officer	
Role Number	Various	
ANZSCO Code	442111	
PCAT Code	1119192	
Date of Approval	11 September 2025	Ref: CS0188
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

Provide a high standard of security, assistance and support to Governors, senior management and officers in charge of correctional centres within NSW, while utilising a CSNSW K9, to assist with detection and the maintenance of good order, discipline, safety and the security of Correctional Centres.

Key accountabilities

- Undertake physical searches of correctional centres and any other area of operation, including intelligence driven search operations within the region as directed, to locate and remove illegal and restricted substances, devices and material and contribute to the security and order of the Centres.
- Assist with the conduct of random and targeted searches of staff, inmates and visitors to respond effectively to routine requirements or to any emergency or critical incident situation that may arise.
- Complete reports, submissions and operations orders to enable the successful completion of the search.

- Investigate breaches of security and prepare reports and recommendations to maintain overall security of the centre and comply with relevant legislation.
- Respond to disturbances as directed, including in relation to emergency or critical incident situations and provide advice and support to inform decision making about centre security matters.
- Label, register and store drug and non-drug exhibits correctly to adhere to required CSNSW procedures.
- Prepare and facilitate correctional centre contingency response plans, undertake security assessments and testing, and maintenance of security infrastructure and emergency equipment to assist implementation, prevention and management of strategies and procedures.
- Assist with staff emergency response and critical incident training for correctional centres to enhance security and operating procedures in accordance with policy and legislative requirements.
- Monitor the welfare and safety of K9's to ensure provisions of relevant legislation and requirements of CSNSW policy, procedure and standards are met.

Key challenges

- Keeping up to date to maintain current knowledge of narcotic identification and in new techniques to handle daily duties
- Responding with required understanding, tact and forcefulness in situations of erratic and unpredictable behaviour and attitudes

Key relationships

Who	Why
Internal	
Manager/senior management/Senior Correctional Officer	<ul style="list-style-type: none"> • Clarify daily instructions and directions • Receive information and feedback • Report daily occurrences and critical incidents • Assist in the performance of other duties as required
Centre staff	<ul style="list-style-type: none"> • Engage in training drills
External	
Law enforcement agencies / peers in other organisations	<ul style="list-style-type: none"> • Communicate regularly in relation to drug detection techniques and canine handling
Public	<ul style="list-style-type: none"> • Respond and communicate in a professional manner to circumstances and enquiries

Role dimensions

Decision making

The role operates under specific directions given by Security Operations Group Management / Officer in Charge and undertakes duties in accordance with CSNSW policies, guidelines and procedures and relevant legislation and regulations.

The role works unsupervised whether at a designated post or performing other duties. The role may make decisions without management approval in the case of life threatening or medical situations, searching of inmates and/or in emergency situations.

The role exercises judgement in stressful situations. Where a decision cannot be made about safety or breach of security, the role is required to seek guidance from Security Operations Group management / Office in Charge or Senior Correctional Officer.

Reporting line

The role reports to the Senior Correctional Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Certificate III in Correctional Practice or appropriate and relevant custodial experience
- Current driver's licence appropriate to meet all job requirements and ability and willingness to drive official vehicles throughout NSW
- Have completed or ability to complete of all requirements of the NSW Corrective Services Dog Handlers Course and able to meet and maintain the standards of an operational CSNSW K9 handler
- Have completed or or willingness to successfully complete the the Emergency Response Operators Course (EROC)
- Capacity and willingness to travel at short notice and to spend extended periods away from own residence
- Capacity and willingness to undertake further training to perform the duties of any area within SOG including emergency and security procedures

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

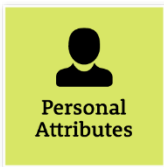

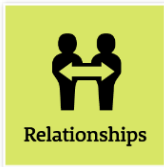
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • 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
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Behave in an honest, ethical and professional way • Build understanding of ethical behaviour • Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation • Speak out against misconduct and illegal and inappropriate behaviour • Report apparent conflicts of interest 	Foundational
	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • 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 	Intermediate

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • 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 	
	<p>Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions</p>	<ul style="list-style-type: none"> • 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
	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> • 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	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	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	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
 Business Enablers	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