

# ROLE DESCRIPTION

## Correctional Officer

<b>Portfolio</b>	Communities and Justice	
<b>Department</b>	Corrective Services NSW (CSNSW)	
<b>Division/Branch/Unit</b>	Security and Custody/Security Operations Group	
<b>Location</b>	Various – Metropolitan and Regional	
<b>Classification/Grade/Band</b>	Correctional Officer	
<b>Role Number</b>	Various	
<b>ANZSCO Code</b>	442111	
<b>PCAT Code</b>	1119192	
<b>Date of Approval</b>	11 September 2025	<b>Ref: CS0185</b>
<b>Agency Website</b>	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 to assist in 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 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.

### Key challenges

- Restricting and limiting knowledge by others of security and other planned initiatives, given the need to maintain security at all times
- Adapting to changing strategy and program changes, keeping up to date and trained in new techniques to handle daily duties and specialised equipment, given the subsequent effect on security issues and procedures

### Key relationships

Who	Why
<b>Internal</b>	
Manager/senior management/Senior Correctional Officer	<ul style="list-style-type: none"> <li>• Clarify daily instructions and directions</li> <li>• Receive information and feedback</li> <li>• Report daily occurrences and critical incidents</li> </ul>
Centre staff	<ul style="list-style-type: none"> <li>• Engage in training drills</li> </ul>
Direct reports	<ul style="list-style-type: none"> <li>• Receive day to day direction and guidance</li> </ul>
<b>External</b>	
Law enforcement agencies, emergency and medical personnel	<ul style="list-style-type: none"> <li>• Liaise in conduct of security, emergency and critical incident situations</li> <li>• Respond to enquiries</li> </ul>
Inmates / public	<ul style="list-style-type: none"> <li>• Respond and communicate in a professional manner to circumstances and enquiries</li> </ul>

### 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 and 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 willingness to successfully complete 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
 Personal Attributes	<b>Display Resilience and Courage</b> Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond appropriately</li> <li>• Work through challenges</li> <li>• Remain calm and focused in challenging situations</li> </ul>	Intermediate
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Behave in an honest, ethical and professional way</li> <li>• Build understanding of ethical behaviour</li> <li>• Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation</li> <li>• Speak out against misconduct and illegal and inappropriate behaviour</li> <li>• Report apparent conflicts of interest</li> </ul>	Foundational
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Focus on key points and speak in plain English</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others to gain an understanding and ask appropriate, respectful questions</li> <li>• Promote the use of inclusive language and assist others to adjust where necessary</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Write and prepare material that is well structured and easy to follow</li> <li>• Communicate routine technical information clearly</li> </ul>	Intermediate
 Results	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Ask questions to explore and understand issues and problems</li> <li>• Find and check information needed to complete own work tasks</li> <li>• Identify and inform supervisor of issues that may have an impact on completing tasks</li> <li>• Escalate more complex issues and problems when these are identified</li> <li>• Share ideas about ways to improve work tasks and solve problems</li> <li>• Consider user needs when contributing to solutions and improvements</li> </ul>	Foundational

## FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> <li>• Display familiarity and confidence when applying technology used in role</li> <li>• Comply with records, communication and document control policies</li> <li>• Comply with policies on the acceptable use of technology, including cyber security</li> </ul>	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
	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
	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
	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

## COMPLEMENTARY CAPABILITIES

Capability Group/Sets	Capability Name	Description	Level
 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