

Role Description

Assessment and Planning Officer

Cluster	Justice
Division/Branch/Unit	Corrective Services
Location	Various
Classification/Grade/Band	Clerk 5/6
Role Number	Various
ANZSCO Code	249111
PCAT Code	1119192
Date of Approval	2 August 2016
Agency Website	www.justice.nsw.gov.au

Agency overview

Corrective Services NSW (CSNSW) is a Division of the Department of Justice. CSNSW contributes to achieving the two major Government goals of preventing and reducing the level of re-offending, and improving community confidence in the justice system. CSNSW is responsible for the administration of sentences and legal orders and provides custodial and community-based services which are aimed at offenders who pose the highest risk to community safety.

Primary purpose of the role

The Assessment and Planning Officer is responsible for the development, implementation and review of education and employment plans for offenders.

Key accountabilities

- Work collaboratively with internal and external stakeholders to ensure the delivery of appropriate education and vocational training programs for offenders.
- Conduct assessments and planning activities to inform the development of offender education and employment plans.
- Contribute to offender case management by providing regular reports on inmate learning progress and achievement and by participating in a range of case management activities.
- Participate in centre-based activities to support the delivery of offender education and vocational training programs.
- Maintain related administrative duties including recording of offender participation, progress and achievement in accordance with established systems and processes.

Key challenges

- Balancing competing priorities in a high volume and sensitive environment.
- Working effectively with a diverse range of offenders within challenging custodial settings.

Key relationships

Who	Why
Internal	
Line Manager	<ul style="list-style-type: none"> • Report on progress towards business objectives and discuss future directions. • Escalate issues as appropriate
Other Team Members	<ul style="list-style-type: none"> • Work collaboratively to meet business objectives.
External	
External Service Providers	<ul style="list-style-type: none"> • Maintain relationships to ensure effective working relationships to meet expected service delivery standards.

Role dimensions

Decision making

The role operates without close supervision, within the specific authorities and/or limitations as per organisational practice or the directions given by the Education Services Coordinator.

Reporting line

The role reports directly to the Education Services Coordinator

Direct reports

Nil

Budget/Expenditure

Nil





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> 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 Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • 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 • Seek clarification when unsure of work tasks
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology