

ROLE DESCRIPTION

Residential Centre Officer

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corrective Services NSW/Community, Industry and Capacity/ Reintegration	
Location	Tabulam	
Classification/Grade/Band	Clerk Grade 3/4	
Role Number	Various	
ANZSCO Code	272511	
PCAT Code	1119192	
Date of Approval	9 October 2023	Ref: CS0289
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

Actively contribute to a high standard of case management, resident engagement and their participation in the program in compliance with the various legislation related to the operations of the centre as well as to Departmental policies and procedures.

Key accountabilities

- Implement the policies and procedures that have been developed to foster the philosophies underpinning the program, which include reducing reoffending and community reintegration.
- Implement all aspects of case management for residents, including the development of effective communication with residents, conducting case reviews, and completing sound and comprehensive case notes.
- Contribute to the maintaining a safe working environment to ensure the safety of staff, residents and visitors.
- Ensure that the welfare of residents is appropriately addressed at all times, including reporting and follow through on incidents.

- Respond to Residential Program Supervisor regarding daily scheduling and the organisation of duties, ensuring staff are aware of any special arrangements regarding residents, or of any resident behaviours which warrant observation / follow-through.
- Implement tasks regarding the day-to-day functioning of the Centre in accordance with the operational needs of the centre.
- Support programs by assisting the multidisciplinary team as required, completing training and co-facilitating identified skills programs, and supervising participant access in the community (if applicable to centre).
- Maintain professional relationships with relevant government and non-government agencies to assist meeting the objectives of the legislation administered by the centre.

Key challenges

- Balancing the individual resident’s needs whilst maintaining the safety of the facility and the community.
- Fostering an approach that is respectful of residents, their families and the community.
- Engaging in multidisciplinary processes to continuously improve service delivery.

Key relationships

Who	Why
Internal	
General Manager / Centre Manager / Manager	For reporting and guidance and provision of expert advice on administrative and financial matters.
Operations Manager	For reporting and guidance and provision of expert advice on administrative matters.
Residential Coordinator	For reporting, guidance and mentorship.
Residential Program Supervisor	For reporting, guidance and mentorship.
Staff / Work Team	For supervision and provision of advice and gathering information
Programs staff	For exchanging operational information and for providing advice and services.
Community Corrections Officers	To exchange information and to develop strategies for the case management of individual residents.
Counterparts and peers at other residential facilities	For exchanging operational information and knowledge in relation to best practice
Clients/customers	Identify needs, communicate services, and resolve issues
Courts & Tribunal Services	For seeking clarification on warrants and orders and related matters.
External	
Customers/stakeholders	Monitor, direct and address enquiries
Other NSW and Federal government organisations	For seeking information on antecedents of residents and exchanging pertinent information.

Role dimensions

Decision making

- The role makes decisions in consultation with the Residential Centre Supervisor relation to daily activities within a specific area in compliance with various legislation related to the operations of the centre as well as to Corrective Services NSW policies and procedures.
- The role determines which matters should be referred to a Residential Centre Supervisor.
- Issues which fall outside the expertise or delegated authority of the role are referred to Senior Management.

Reporting line

The role reports to the Residential Program Supervisor

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Knowledge of Aboriginal issues and a commitment to work effectively with Aboriginal communities.
- Knowledge of the criminal justice system.

Essential requirements

- Current driver's license 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

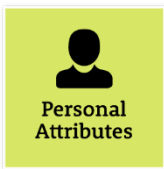
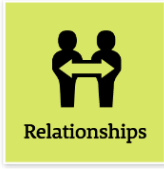

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
 <p>Personal Attributes</p>	<p>Manage Self</p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<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 Stay motivated when tasks become difficult 	Intermediate
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<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 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
 <p>Relationships</p>	<p>Commit to Customer Service</p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> Focus on providing a positive customer experience Support a customer-focused culture in the organisation Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs 	Intermediate

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> Cooperate across work areas to improve outcomes for customers 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
		Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	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	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
	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	Intermediate
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational