

# ROLE DESCRIPTION

## Residential Centre Supervisor – Balund-a

<b>Portfolio</b>	Communities and Justice	
<b>Department</b>	Corrective Services NSW (CSNSW)	
<b>Division/Branch/Unit</b>	Community, Industry and Capacity/Reintegration	
<b>Location</b>	Tabulam	
<b>Classification/Grade/Band</b>	Clerk Grade 5/6	
<b>Role Number</b>	Various	
<b>ANZSCO Code</b>	272511	
<b>PCAT Code</b>	1119192	
<b>Date of Approval</b>	9 October 2023	<b>Ref: CS0304</b>
<b>Agency Website</b>	<a href="http://www.correctiveservices.dcj.nsw.gov.au">www.correctiveservices.dcj.nsw.gov.au</a>	

*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 supervision and guidance to reporting staff, whilst managing the daily activities of the centre. This includes the provision of case management services, 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 Corrective Services NSW policies and procedures.

### Key accountabilities

- Manage and support staff in the performance of duties associated with the effective implementation of the program and all activities, including contributing to the effective case management of residents.
- Contribute to the maintaining a safe working environment to ensure the safety of staff, residents and visitors.
- Monitor staff to ensure that the welfare of residents is appropriately addressed at all times, including reporting and follow through on incidents.

- Communicate with all staff 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.
- Manage specific portfolios regarding the day-to-day functioning of the Centre, assigned by senior management 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.
- Provide advice / reports to management in relation to resident management for effective decision making.

### Key challenges

- Balancing the individual resident needs whilst maintaining the safety of the facility and the safety of 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
<b>Internal</b>	
General Manager / Centre Manager / Manager	For reporting and guidance and provision of expert advice on administrative and financial matters.
Residential Centre Coordinator	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.
Counterparts and peers at other Residential centres	For exchanging operational information and knowledge in relation to best practice.
Community Corrections Officers	To exchange information and to develop strategies for the case management of individual residents.
Clients/customers	Identify needs, communicate services, and resolve issues.
Courts & Tribunal Services	For seeking clarification on warrants and orders and related matters.
<b>External</b>	
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 relation to daily activities within a specific area within delegated authority and in compliance with various legislation related to the operations of the centre as well as to Departmental policies and procedures.
- The role has authority to decide matters in regard to resident applications within delegation and specific duties undertaken by Residential Supervisor within the area of supervision.
- The role determines which matters should be referred to the Residential Coordinator.
- Issues which fall outside the expertise or delegated authority of the role are referred to Management.

### **Reporting line**

The role reports to the Residential Centre Coordinator

### **Direct reports**

Up to 2 staff members

### **Budget/Expenditure**

Nil

## **Key knowledge and experience**

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

## **Essential requirements**

- Current driver's license and preparedness to drive a vehicle while 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**



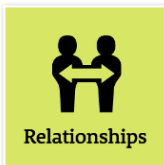
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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><b>Manage Self</b></p> <p>Show drive and motivation, an ability to self-reflect and a commitment to learning</p>	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations</li> <li>Show commitment to achieving work goals</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills</li> <li>Seek feedback from colleagues and stakeholders</li> <li>Stay motivated when tasks become difficult</li> </ul>	Intermediate
 <p>Relationships</p>	<p><b>Communicate Effectively</b></p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> <li>Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>Share information across teams and units to enable informed decision making</li> <li>Write fluently in plain English and in a range of styles and formats</li> <li>Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
 <p>Relationships</p>	<p><b>Commit to Customer Service</b></p> <p>Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> <li>Focus on providing a positive customer experience</li> <li>Support a customer-focused culture in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> </ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Resolve complex customer issues and needs</li> <li>Cooperate across work areas to improve outcomes for customers</li> </ul>	
 <p>Results</p>	<p><b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> <li>Seek and apply specialist advice when required</li> <li>Complete work tasks within set budgets, timeframes, and standards</li> <li>Take the initiative to progress and deliver own work and that of the team or unit</li> <li>Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>Identify any barriers to achieving results and resolve these where possible</li> <li>Proactively change or adjust plans when needed</li> </ul>	Intermediate
 <p>Business Enablers</p>	<p><b>Technology</b> Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> <li>Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>Use available technology to improve individual performance and effectiveness</li> <li>Make effective use of records, information and knowledge management functions and systems</li> <li>Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>	Intermediate
 <p>People Management</p>	<p><b>Manage and Develop People</b> Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> <li>Clarify the work required, and the expected behaviours and outputs</li> <li>Clearly communicate team members' roles and responsibilities</li> <li>Contribute to developing team capability and recognise potential in people</li> <li>Recognise good performance, and give support and regular constructive feedback linked to development needs</li> <li>Identify appropriate learning opportunities for team members</li> <li>Create opportunities for all team members to contribute</li> <li>Act as a role model for inclusive behaviours and practices</li> </ul>	Foundational

## FOCUS CAPABILITIES




Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Recognise performance issues that need to be addressed and seek appropriate advice</li> </ul>	

## 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	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 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	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate

## 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
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Foundational
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Foundational
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Foundational