

ROLE DESCRIPTION

Transitional Centre Worker

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Community Corrections, Transitional Centre	
Location	Various	
Classification/Grade/Band	Transitional Centre Worker Year 1-8 (equivalent to Clerk Grade 3-6)	
Role Number	Various	
ANZSCO Code	1119192	
PCAT Code	272511	
Date of Approval	3/9/2015 (updated 7/2/19)	Ref: CS0242
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 support and assistance to female residents of the Transitional Centre including the provision of clear and accessible channels of communication, counselling, negotiation and assessment services on a range of family, social and legal issues to contribute to the transition from correctional to post-release living.

Key accountabilities

- Case-manage allocated residents in accordance with their assigned programs and provide individual counselling as necessary, monitoring their progress as part of program pathways and case management principles.
- Undertake all actions necessary for maintaining discipline, safety and security of the residents in accordance with the standard operating procedures, including the conduct of random room searches and collection of specimens for drug screening and initiate appropriate remedial action if a resident is deemed to have breached the centre rules.

- Develop professional relationship with residents and promote an environment of mutual trust and empathy, providing information, advocacy and counsel in an objective fashion to support the residents' access to community based Government and non-government services.
- Maintain strict confidentiality in keeping appropriate records relating to admission and discharge of residents.
- Assist the residents in re-developing social and house-keeping skills enabling them to re-establish relationships in preparation for reintegrating back in the community.
- Provide information, support and intervention in crises situations whilst maintaining links with appropriate external welfare, support and counselling agencies for provision of appropriate support to residents.
- Assist in promoting the role and principles of the Transitional Centre amongst the local community and community based organisations for increasing their understanding and for registering their ongoing support.

Key challenges

- Remaining objective when dealing with emotional situations.
- Resolving conflicts between residents in a professional manner.
- Operating within a sensitive environment that is open to public scrutiny and remaining conscious of the possible repercussions of decisions and actions.

Key relationships

Who	Why
Internal	
The Manager, Transitional Centre	<ul style="list-style-type: none"> • For leadership and guidance and the provision of a direct reporting line.
Peers and other stakeholders	<ul style="list-style-type: none"> • For maintaining a cohesive team and to exchange information
CSNSW Staff (COS officers)	<ul style="list-style-type: none"> • Provide cohesive team environment • exchange information • referral, assessment and intake issues of the Centre • operational, policy and planning issues
External	
Justice Health	<ul style="list-style-type: none"> • Liaise for the provision of Methadone related service to the residents.
Health Service Providers	<ul style="list-style-type: none"> • To ensure residents obtain a high level of health service provision.
Therapeutic communities and other Community based rehabilitation services	<ul style="list-style-type: none"> • To ensure that residents receive the best possible support after leaving the Centre
Residents and their families	<ul style="list-style-type: none"> • To provide advice and support
Community Organisations	<ul style="list-style-type: none"> • Various welfare and counselling agencies to arrange support and services

Role dimensions

Decision making

The role makes decisions based on independent professional judgement whilst working alone on shifts, including deciding if access for visitors is permissible and how to act in the event of any breach of house rules by a resident. The role generally operates within designated guidelines, policies and procedures and matters beyond the authority and expertise of the role are referred to the Manager for resolution.

Reporting line

Manager, Transitional Centre

Direct reports

No of direct reports TBC or Nil

Budget/Expenditure

TBC or Nil

Essential requirements

- Current First Aid Certificate or the willingness to obtain one prior to the commencement of employment.
- A Working with Children Check if and where required.
- Successful completion of the Security Awareness and Management of Female offenders training course.
- Current driver's licence and preparedness to drive a vehicle in the course of performing the role.
- Formal post-secondary educational qualifications and experience in welfare related work or social science environment, or significant experience gained by working in that area is highly desirable
- Preparedness to undertake shift work in a rotating roster, as required.
- Aboriginality (for identified roles only)

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>Act with Integrity Be ethical and professional, and uphold and promote the public sector values</p>	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so 	Intermediate
 <p>Personal Attributes</p>	<p>Value Diversity and Inclusion Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives</p>	<ul style="list-style-type: none"> • Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs • Seek participation from others who may have different backgrounds, perspectives and needs • Be open to different perspectives and experiences in generating ideas and solving problems • Adapt well in diverse environments • Respond constructively to feedback regarding observations of bias in language or behaviour 	Intermediate
 <p>Relationships</p>	<p>Communicate Effectively 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 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	
 <p>Relationships</p>	<p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p>	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept
 <p>Results</p>	<p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> Use own and others' expertise to achieve outcomes, and take responsibility for delivering intended outcomes Make sure staff understand expected goals and acknowledge staff success in achieving these Identify resource needs and ensure goals are achieved within set budgets and deadlines Use business data to evaluate outcomes and inform continuous improvement Identify priorities that need to change and ensure the allocation of resources meets new business needs 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Ensure that the financial implications of changed priorities are explicit and budgeted for 	Intermediate
		<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 	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<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	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
 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	Foundational
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 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