

ROLE DESCRIPTION

Overseer

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Corrections Industry and Capacity /Corrective Services Industries (CSI)	
Location	Sydney and Regional NSW	
Classification/Grade/Band	Overseer	
Role Number	Various	
ANZSCO Code	399999	
PCAT Code	1119192	
Date of Approval	13 February 2015 (Updated 9/10/20)	Ref: CS0155
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

Supervise and develop inmates through managing, coaching, instructing and encouraging them, as members of a team, in order that they may improve their work skills, enhance their post-release employment prospects and contribute productively to Service/Business Unit objectives.

Oversee the activities of the team to ensure productivity efficiency and other commercial objectives are achieved whilst ensuring all Workplace Health and Safety and Quality Management requirements and customer service needs are met.

Key accountabilities

- Supervise, coach, train, instruct and work with inmates to develop their work skills in order to enhance their post-release employment opportunities, thereby reducing their risk of re-offending.
- Provide a positive role model and demonstrate personal values, such as honesty, ethics and integrity which support CSI and social values.

- Positively contribute to the business unit operations through the delivery of work related inmate training, including the implementation of Inmate Traineeships.
- Provide detailed input to case management reporting through the Work Readiness Program.
- Manage resources efficiently and effectively to achieve planned outcomes.
- Create and maintain a safe working environment for staff, contractors, inmates and visitors to comply with Work Health & Safety legislation.

Key challenges

- Achieving production targets and vocational skill development in accordance with integrated program delivery expectations.
- Achieving commercial production standards in the areas of quality and efficiency given the limited skills and work experience that inmates may bring to the workplace.
- Ensuring the workplace health and safety of all stakeholders and sustaining awareness of security in all daily activities.

Key relationships

Who	Why
Internal	
Senior Overseer of the Unit or relevant manager	• Escalate issues, keep informed, advise and receive instructions. • Ensuring the security and work health and safety requirements and processes are adhered to. • Liaise with in relation to all aspects of Inmate employment.
Customers	• Provision of goods and services, ensuring they meet quality standards and customer expectations.
Centre Staff	• Ensure security and integrated program delivery expectations are met.
Work Team	• Provide direction and manage performance. • Review work and proposals of team members. • Obtain the work group perspective and share information.
External	
Customers and Suppliers	• Monitor provision of service to ensure compliance with contracts and service agreements. • Actively seek new business development opportunities.
Inmates (of all classifications, physical and intellectual disabilities and differing skill levels)	• Supervision, coaching, training and instructing.

Role dimensions

Decision making

Make decisions about the work methods, safety practices and priorities to meet agreed product or service delivery targets. The role negotiates and resolves service issues with clients to achieve agreed outcomes.

Reporting line

The role reports to the Senior Overseer of the Unit or the relevant manager

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current Certificate III in Correctional Practice or capacity to complete Certificate III in Correctional Practice in accordance with specified CSNSW timeframes
- Current driver's license and preparedness to drive a vehicle in the course of performing the role.
- Relevant trade qualifications

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	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		• Work through challenges • Remain calm and focused in challenging situations	
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	• 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
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	• 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
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• 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

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others' health and safety • Escalate issues when these are identified • Follow government and organisational record- keeping requirements	Foundational
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• 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	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational

 Relationships	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	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	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	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	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational