

ROLE DESCRIPTION

Program Development Officer

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Offender Management and Programs / Offender Services and Programs	
Location	Various	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	20792, 20794, 20795	
ANZSCO Code	272613	
PCAT Code	2119192	
Date of Approval	5 September 2018	Ref: CS0209
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

Contribute to the development and maintenance of a comprehensive and quality suite of accredited and approved rehabilitation programs for offenders in custody and the community in consultation with internal and external stakeholders, to enhance community safety and reduce re-offending.

Monitor the effectiveness and integrity of offender programs to ensure they address criminogenic and other needs of offenders.

Key accountabilities

- Develop, implement, update, maintain and evaluate a comprehensive suite of accredited and approved programs for offenders in accordance with the CSNSW Offender Program and Facilitation Standards, to address relevant risk factors for re-offending and non-criminogenic needs.

- Contribute to the collection and analysis of a broad range of relevant, evidence-based information on specific subjects to inform and contribute to the understanding of offender behaviour change and “What Works” in offender programming.
- Provide direction and guidance to staff of all disciplines to build capability and enhance the content and delivery of group based programs accredited by CSNSW.
- Provide instruction and support to operational field staff and monitor integrity of offender programs to ensure they effectively address criminogenic and other needs of offenders.
- Maintain relevant case management database records regarding the delivery and participation in programs to ensure access and retrieval of information for reporting and decision making.

Key challenges

- Maintaining efficient and timely program development and delivery at each location, given a high volume environment of competing priorities and stakeholder responsibilities
- Maintaining up to date knowledge of current trends and practices in the provision of programs for offenders, given the need to reduce the risk of re-offending, address family and community support needs and support transitional needs of offenders to the community

Key relationships

Who	Why
Internal	
Director State-wide Programs / Manager, Program Development & Integrity/ Senior Program Development Officer	• Receive direction and guidance and clarify instructions • Consult regarding development, accreditation / approval, implementation, evaluation and monitoring of programs • Provide program updates, reports and advice • Liaise to resolve major and critical issues
General Managers/correctional and community centres Managers and staff	• Liaise to coordinate program delivery and determine methods for the needs of specific participants • Provide information, advice and progress on programs and participation • Provide support for group based program delivery
Advisor, Women Offenders / State-wide Manager Specific Needs / Director, Aboriginal Strategy & Policy	• Liaise and consult regarding programs for female, specific needs and indigenous offenders
Other program and staff facilitators	• Provide guidance and support in delivery of programs
External	
Government and community agencies	• Exchange information and obtain input on programs, and for the negotiation of contracts with external organisations using CSNSW programs or training
External facilitators	• Collaborate to coordinate state-wide training specific to group based programs

Role dimensions

Decision making

The role operates under direction from the Senior Program Development Officer and undertakes duties in accordance with existing policy and guidelines.

The role refers major decisions and issues to the Senior Program Development Officer.

Reporting line

Senior Program Development Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Current driver's licence and ability and willingness to drive throughout NSW

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	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	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences	Adept
 Relationships	Work Collaboratively Collaborate with others and value their contribution	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Results	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• 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	Intermediate
 Business Enablers	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• 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,	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
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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	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	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
	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