

ROLE DESCRIPTION

Program Practitioner

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Offender Management & Policy, Offender Services & Programs	
Location	Various correctional centres	
Classification/Grade/Band	Clerk Grade 7/8	
Role Number	TBC	
ANZSCO Code	272199	
PCAT Code	1119192	
Date of Approval	12 August 2021	Ref: CS0456
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

Plan and deliver a range of accredited and approved criminogenic group-based programs in custody to individuals convicted of serious substance-abuse related, sexual and violent offences to enhance community safety and reduce re-offending.

The Program Practitioner co-facilitates intensive therapeutic programs that are designed to help offenders understand the factors that led to their offending. They help offenders to take responsibility for their future, motivate them to change their behaviour and teach them new skills which will help them lead crime-free lives.

Key accountabilities

- Plan, develop and deliver accredited and approved criminogenic programs under the direction of the Senior Psychologist and in accordance with program integrity guidelines, to achieve identified program outcomes.
- Follow standard manuals for the program and assist in all program activity.

- Coordinate assessments, program completion, and program termination information (i.e. report writing) with multidisciplinary team members. Maintain and monitor confidentiality of participants and administrative files.
- Liaise with relevant stakeholders to determine program requirements, provide feedback on program content and design and recommend improvements and flexible program delivery options and methods.
- Provide training to build staff capability in the delivery of criminogenic programs.
- Provide information and advice to stakeholders to inform of arising issues and incidents and resolution of routine issues related to the delivery of programs.
- 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.
- Provide fundamental support services
- Administer assessments to inform treatment needs as well as writing treatment completion or discharge reports

Key Challenges

- Maintaining positive group participation and resolving difficulties and issues, given that programs are often provided to non-voluntary participants in challenging situations at different and remote locations
- Balancing limited resources and high-volume workloads to meet competing needs to achieve positive outcomes.

Key relationships

Who	Why
Internal	
Senior Psychologists/	• Receive direction and guidance and clarify priorities • Liaise in relation to coordinate program delivery and determine methods for the needs of specific participants • Provides clinical and administration supervision • Provide program updates and reports, and feedback on improvements • Refer major and critical issues for advice and resolution
Psychologists	• Co facilitate therapeutic groups • Work as a collaborative team member • Receive direction and guidance and clarify priorities • Participate in meetings to provide information, advice and progress on programs and participation

Who	Why
Chief Psychologist Intensive Therapeutic Programs/Manager, Intensive Drug and Alcohol Treatment Program	• Provides strategic direction from the Director State-wide Programs • Provide feedback on program integrity and potential improvements in line with best practice • Provide program updates and reports, and feedback on improvements • Refer major and critical issues for advice and resolution
Other CSNSW staff (i.e. custodial, Community Corrections etc)	• Work collaboratively and provide support and coaching • Liaise regarding needs of soon to be released program graduates or graduates in the community.
External	
Non-government and community agencies	• Liaise regarding potential referrals and Throughcare • Share information
Justice Health	• Liaison regarding program participants when required and for the exchange of information.

Role dimensions

Decision making

The role operates under direction from the Senior Psychology / Management Team and undertakes duties in accordance with existing policy and guidelines.

The role works in consultation with the Senior Psychologist to modify program delivery methods within the scope of the program, to meet needs of a particular group.

The role refers major decisions and issues via their direct line manager to the Chief Psychologist.

Reporting line

Senior Psychologist

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated expertise facilitating group treatments to adults from a variety of backgrounds, including those with complex needs.
- Experience delivering evidence-based interventions.
- Experience working with challenging behaviours and understanding functional behaviour assessments.

- Well-developed - problem-solving skills in the context of offender management where independent professional judgement may be required.
- Knowledge and understanding of contemporary correctional practice and issues as they relate to assessment, case management, intervention and behavioural change specifically with sexual, violent or substance-abuse related behaviours.
- Knowledge of, and/or experience administering and/or interpreting, offender risk and criminogenic need assessments

Essential requirements

- Relevant tertiary qualifications in a behavioural science, psychology, social work or counselling or similar field; or equivalent proven extensive experience relevant to facilitation of group-based treatments and / or program facilitation.
- Current driver's licence with ability and willingness to travel 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**.

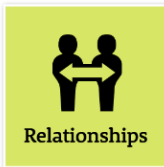
Focus capabilities

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 and encourage others to do so	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		• Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	
 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
 Relationships	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	• Use facts, knowledge and experience to support recommendations • Work towards positive and mutually satisfactory outcomes • Identify and resolve issues in discussion with other staff and stakeholders • Identify others' concerns and expectations • Respond constructively to conflict and disagreements and be open to compromise • Keep discussions focused on the key issues	Intermediate
 Results	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments	Intermediate
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		• Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	
	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, and the introduction and roll-out of new technologies	Intermediate

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	Adept
	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	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
 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