

ROLE DESCRIPTION

Senior Overseer

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Corrections Industry and Capacity Group / Corrective Services Industries (CSI)	
Location	Sydney and Regional NSW	
Classification/Grade/Band	Senior Overseer	
Role Number	Various	
ANZSCO Code	399999	
PCAT Code	1119192	
Date of Approval	13 February 2015 (updated 9/10/20)	Ref: CS0154
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 leadership and mentoring to Overseers and 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 Business Unit objectives.

Plan, schedule and 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

- Lead and direct the activities of work teams and appraise the performance of supervised staff and provide counsel and feedback to ensure organisational and personal development objectives are achieved.
- Participate in planning and reviewing quality and continuous improvement processes.

- Supervise, coach, train, instruct and work with inmates to develop their work skills whilst creating and replicating a real workplace environment.
- Provide and promote detailed input to case management through the Work Readiness Program.
- Ensure Duty of Care and compliance with relevant CSNSW and CSI policies, practices, procedures and probity requirements.
- Manage budget and 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 commercial production standards in the areas of quality and efficiency given the limited skills and work experience that inmates may bring to the workplace, in accordance with integrated program delivery expectations.
- Ensuring compliance with all relevant legislation, business systems, policies and standards.
- Ensuring the Workplace health, safety and security of all stakeholders given the often unpredictable nature of the correctional environment.

Key relationships

Who	Why
Internal	
Manager Business Unit/ Chief Industries Officer 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

Manager Business Unit /Chief Industries Officer; or relevant Manager. .

Direct reports

Overseers

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 • Work through challenges • Remain calm and focused in challenging situations	Intermediate
 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 • 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	Adept
 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
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		- Identify and respond quickly to customer needs - Consider customer service requirements and develop solutions to meet needs - Resolve complex customer issues and needs - Cooperate across work areas to improve outcomes for customers	
 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
 Business Enablers	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	- Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending - Consider financial implications and value for money in making recommendations and decisions - Understand how financial decisions impact the overall financial position - Understand and act on financial audit, reporting and compliance obligations - Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these	Intermediate
 People Management	Manage and Develop People Engage and motivate staff, and develop capability and potential in others	- Clarify the work required, and the expected behaviours and outputs - Clearly communicate team members' roles and responsibilities - Contribute to developing team capability and recognise potential in people - Recognise good performance, and give	Foundational

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		support and regular constructive feedback linked to development needs - Identify appropriate learning opportunities for team members - Create opportunities for all team members to contribute - Act as a role model for inclusive behaviours and practices - Recognise performance issues that need to be addressed and seek appropriate advice	

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	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	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	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	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	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