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| **Portfolio** | Communities and Justice  |
| **Department** | Corrective Services NSW (CSNSW) |
| **Division/Branch/Unit** | Corrective Services NSW / Generics |
| **Location** | Various |
| **Classification/Grade/Band** | Senior Correctional Officer |
| **Role Number** | Various |
| **ANZSCO Code** | 442111 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 6 September 2022 | **Ref: CS0409** |
| **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

Oversee the daily activities of all Correctional Officers within a designated area and significantly contribute to the provision of dynamic and static security in the containment and oversight of inmate / offender activities. Senior Correctional Officers play an important role in maintaining the safety and wellbeing of staff and inmates.

In addition to the critical aspects of maintaining safety and security, the Senior Correctional Officer actively supports and contributes to the strategic projects to achieve the Premier’s priorities.

# Key accountabilities

* Supervise, motivate and assist employees to perform their duties in compliance with legislation, CSNSW and DCJ policy, procedures and values and the code of conduct. Senior Correctional Officers must be aware of the importance of attendance reliability and comply with the sick leave policy.
* Proactively participate in all aspects of performance management (myPerformance) including assisting in the professional development of assigned employees.
* Collaborate with others to ensure the strategic programs to achieve the Premier’s priorities are implemented. Role model and promote the values and behaviours which are in line with the Premier’s priories and CSNSW policies.
* Treat other staff with respect and act in accordance with the DCJ values to build a harmonious workplace.
* Confirm the attendance of employees within their area of responsibility and supervise resource requirements in accordance with the correctional facility operating protocol.
* Oversee musters and inmate accountability activities.
* Ensures the daily security reporting elements is always complied with including the maintenance of a daily log of events and activities with precision and accuracy to ensure transparency and accountability of operations for their area of responsibility.
* Make decisions about inmate requests and liaise or escalate to other employees where required.
* Contribute to and support case management including but not limited to the allocation and supervision of case-loads to employees.
* Contribute to and support the management of higher needs inmates including processes associated with but not limited to Risk Intervention Teams (RIT’s), segregation, protection and special needs inmates / offenders.
* Provide regular written and oral reports to Senior Officers on relevant and pertinent issues relating to the designated area in order to ensure effective resolution of issues and the appropriate management of inmates in that area.

# Key challenges

* Act as a positive change agent during organisational reforms, influencing other employees to embrace change and implement new ways of working.
* Maintain an inclusive and harmonious workplace by making objective and fair decisions.
* To role model respectful behaviours and to seek resolution of issues through effective and timely two- way communication with other employees and inmates.

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Correctional Managers | * To follow instructions and seek guidance when required to ensure the optimum performance of duties and the safe and secure operation of the centre.
* Performance management to ensure performance meets an acceptable standard as well as continuous improvement.
* Provide clear and detailed reports to Senior Officers at the completion of shifts and as required in regard to daily occurrences to contribute to the continuity of the operation of the area.
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| --- | --- |
| Correctional Officers | * For providing supervision, guidance and advice underpinned by the Department Values.
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| Inmates | * Maintain professional standards in all interactions with inmates in accordance with Departmental standards of development and confinement (including during the transportation of inmates / offenders).
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| **External** |  |
| Court staff / NSW Police | * For exchanging information about inmates.
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| Community | * Engage appropriately with the public as required to ensure a professional and appropriate Agency representation is maintained.
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# Role dimensions

## Decision making

The role initiates appropriate action and uses judgment in alerting senior officers when danger is present. It provides clear and detailed reports on daily occurrences to senior officers at the completion of shifts for continuity of the effective operation of the area.

This role will perform the role of Officer in Charge during afternoon or night shifts, or where there is an absence of a more senior officer.

## Reporting line

## Senior Assistant Superintendents or Assistant Superintendents (depending on role and location)

## Direct reports

Custodial Officers

## Budget/Expenditure

# Nil

# Key knowledge and experience

* Knowledge of and ability to implement emergency and riot procedures
* Extensive knowledge of and understanding of reception and discharge procedures, warrants and bails.

# Essential requirements

* Current Certificate III in Correctional Practice or appropriate and relevant custodial experience.
* Be able to drive official vehicles and possess an appropriate level of Driver’s License to meet all job requirements (if required).
* Preparedness to undertake shift work on a rotating roster as required.
* Maintain proficiency in authorised instruments of restraint.
* Satisfactory completion of a mandatory medical assessment if required.

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](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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 |
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| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **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 logo | **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 logo  | **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 logo  | **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 |
| Results logo | **Demonstrate Accountability**Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | * Be proactive in taking responsibility and being accountable for own actions
* Understand delegations and act within authority levels
* Identify and follow safe work practices, and be vigilant about own and others’ application of these practices
* Be aware of risks and act on or escalate risks, as appropriate
* Use financial and other resources responsibly
 | Intermediate |
| Business Enablers logo | **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  |
| People Management logo | **Manage and Develop People**Engage and motivate staff, and develop capability and potential in others | * Collaborate to set clear performance standards and deadlines in line with established performance development frameworks
* Look for ways to develop team capability and recognise and develop individual potential
* Be constructive and build on strengths by giving timely and actionable feedback
* Identify and act on opportunities to provide coaching and mentoring
* Recognise performance issues that need to be addressed and work towards resolving issues
* Effectively support and manage team members who are working flexibly and in various locations
* Create a safe environment where team members’ diverse backgrounds and cultures are considered and respected
* Consider feedback on own management style and reflect on potential areas to improve
 | 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 |
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| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| 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 logo  |  |  |  |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Foundational |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| 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 |
| Business Enablers logo |  |  |  |
| 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 |
| People Management logo |  |  |  |
| 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 |