



## JOB AND PERSON DESCRIPTION

**Title of Position :** Correctional Officer  
**Classification :** CO2  
**Location :**  
**Reports To :** Supervisor, Operations

**CORRECTIONAL SERVICES**  
**Position No:** Generic  
**Division :** Statewide Operations

### JOB AND PERSON SPECIFICATION APPROVAL

*T. Bray* 28/5/18

Chief Executive or Delegate

### JOB SPECIFICATION

#### KEY PURPOSE OF THE POSITION

The Correctional Officer is responsible for

- safe, secure, humane welfare & control of offenders under care, using a case management model;
- assisting with offenders' work, social & education development, using a case management process;
- ensuring Departmental policies, procedures & standards are complied with, optimised & maintained;
- providing guidance, advice, assistance and training to Trainee Correctional Officers, and offenders.

#### KEY STAKEHOLDER INTERACTION

- Correctional Officers report to the Supervisor, Operations
- The Correctional Officer may be required to liaise with other managers, operational and administrative support functions within the institution, external agencies and members of the public
- In addition to routine tasks, Officers may assist in on-job training of Trainee Correctional Officers.
- The Correctional Officer will be allocated tasks relevant to Case Management as arranged by the Case Management Coordinator

#### BRANCH PROFILE

The Statewide Operations Directorate is responsible for safe and secure correctional services to remand and sentenced prisoners and offenders, including the management and operation of the nine South Australian prisons, 16 Community Corrections Centres, Operational Support and Performance Branch, Security and Emergency Management Branch, Prison Infrastructure Commissioning Team and the Ethics, Intelligence and Investigations Unit.

#### SPECIAL CONDITIONS

- Hours of duty are an average of thirty eight (38) hours per week rostered over seven days;
- To be eligible for entry into the Correctional Officer CO-2 classification, an employee must have successfully completed the requirements of the 12 week Trainee Officer Induction Course;
- Correctional Officers may be assigned to other CO2 Correctional Officer positions at other institutions / locations within the Department, to perform work of a similar nature, on a temporary or ongoing basis, and to interact with offenders of various security ratings, including offenders with special needs.
- A current South Australian Driver's Licence is required;
- A current recognised Senior First Aid Certificate is required
- The incumbent is required to satisfactorily complete a National Criminal History Check;
- Section 47 of the Public Sector Act 2009 applies in conjunction with other provisions of the act and other applicable industrial entitlements.

**HIGHLIGHTED EMPLOYMENT CONDITIONS**

A requirement to understand, observe, conform and adhere to:

- Legislative requirements that apply to the role. This includes, but is not limited to, the Public Sector Act; Correctional Services Act, Work Health & Safety Act, Return to Work Act, Equal Opportunity Act, Independent Commissioner Against Corruption Act, the State Records Act, and various relevant industrial awards and enterprise agreements. The Public Sector Principles and Practices including the SA Public Sector Code of Ethics, the Professional Conduct Standards, the Commissioner's Determinations and Guidelines, Information Privacy Principles, Information Sharing Guidelines, DCS Human Resource policies and guidelines and DCS Core Values.
- DCS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- Work health and safety and injury management requirements as set out in relevant legislation, Public Sector and DCS policies and procedures, including complying with any reasonable instruction associated with these documents:

**KEY AREAS OF ACCOUNTABILITY**

The security of Institutions, and the work of a Correctional Officer, are based upon the principles of:

- Case Management - individual planning of an offender's progress through the correctional system;
- Throughcare - individual wellbeing and care of an offender from entry into the correctional system until leaving the correctional system;
- Unit Management - team-based management of small offender groups;
- Teamwork - good communication, professional behaviour, support & co-operation between all staff.

Work practices are in accordance with Departmental policy and procedure with reference to the Task Outline Manual and relevant Industrial Competency Standards.

The Correctional Officer is responsible for ensuring that appropriate security measures are undertaken for the safe custody of offenders, in accordance with legislation, Departmental policies and procedures, and having regard to best practice service quality and delivery, by:

- Displaying professionalism at all times when dealing with offenders and institution visitors;
- Exercising constant vigilance to monitor and observe offender conduct, behaviour and activities;
- Entering/ accessing information from Justice Information System & other computer records;
- Communicating and interacting with offenders on a daily basis;
- Conducting offender and accommodation area searches, and monitoring property and equipment;
- Observing institution rules/procedures including when transporting offenders outside prison;
- Providing services in a safe environment for offenders of various security ratings, behavioural characteristics, health needs, cultural and other special needs.

Responsible for the planned Case Management of offenders as per System Operating Procedure No.1, including individual support of offenders to minimise negative effects of imprisonment, by:

- Liaising with the Case Management Coordinator for offender compliance & progress with Individual Development Programs, Program Plans, Pre-Release Plans, and participating in reception, induction and case reviews and other institution specific programs as required;
- Assisting with the implementation, development and supervision of programs for offenders;
- Encouraging offenders' acceptance of programs and contributing to establishment of group activities;
- Maintaining Case Management Files by ensuring entries are accurate, complete and informative, and that case file documents are stored in the correct format and order;
- Ensuring that each offender is treated professionally, with courtesy and respect;
- Counselling and advising offenders on matters affecting their welfare, security, behaviour and routine.

Assist in the effective operation and staffing of the institution and the work group, and employ an active role in the maintaining of a harmonious institutional working environment by:

- Undertaking, on a rostered basis, duties relevant to other CO2 positions, in areas such as control room, visits, admits, infirmary, utilities, conducting internal escorting and security duties, and other Correctional duties as required within operational requirements;
- Providing advice and / or reports on issues of discipline, security, and welfare of offenders and contributing to the assessment of offenders under care;
- Participating in the Performance Management Program where required, and contributing to its success;
- Participating in, and contributing to Unit Meetings;
- Ensuring that professional and family visits to offenders are satisfactorily undertaken;
- Facilitating the reception and movement of offenders, in an expeditious manner;
- Driving Departmental vehicles when required.

Contribute to Work, Health and Safety through compliance with legislation and safe working practices, undertaking training, controlling risks, wearing protective equipment, contributing to investigation and ratification of workplace incidents, and contributing to the workplace inspection process.

### **QUALIFICATIONS**

Essential: Certificate III in Correctional Practice

Desirable: Completion / enrolment in appropriate post induction studies in Correctional Administration or equivalent

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### **PERSONAL CRITERIA**

#### **Essential Criteria**

##### **Skills and Abilities**

- Supervision skills
- Sound verbal communication and written communication skills
- Demonstrated drive, initiative, and motivation to work effectively under limited supervision
- Proven ability to effectively interact and contribute as a member of a team / work group
- Ability to effectively work and interact with a wide range of offenders who have differing personalities, cultural backgrounds, security ratings and special needs
- Demonstrated workplace integrity to enable quality service and establish good working relationships at all levels
- Ability to be flexible, and adaptable to a changing work environment
- Ability to negotiate and mediate conflict situations
- Demonstrated ability to perform the role of DCS Correctional Officer.

##### **Experience**

- Experience in working as a Correctional Officer
- Experience in coordinating, supervising, and interacting with individuals and groups of people, particularly within a structured working environment
- Experience with writing incident reports and case documentation
- Experience in using computer technology, including the Justice Information System.

##### **Knowledge**

- Thorough knowledge of the Correctional Officer role and responsibilities
- Sound knowledge and understanding of the Correctional Services Act 1982 and regulations, System Operating Procedures, Local Operating Procedures and Managers Rules and relevant Departmental instructions which relate to the Correctional environment
- Working knowledge of the Case Management and Throughcare process
- Knowledge and understanding of, and commitment to, the Departmental Core Values (Code of Ethics), and the Employee Conduct Policy
- Knowledge and understanding of the Work, Health and Safety Act, Equal Opportunity Act, PS Act other relevant legislation
- Knowledge of First Aid.

**Desirable Criteria**

- Demonstrated commitment to professional and quality service delivery
- Demonstrated knowledge of workload allocation and priority setting.
- General knowledge of personnel management principles under the Public Sector Act, Work Health & Safety Act, and the Equal Opportunity Act.
- General knowledge of DCS organisational structure and the South Australian Justice system.