



JOB AND PERSON SPECIFICATION

Title of Position : Supervisor Prisoner Services	CORRECTIONAL SERVICES
Classification : ASO3	Position No: M29180
Location : Mobilong Prison	Division : Custodial Services
Reports To : Manager Sturt/Light/Angas	

JOB AND PERSON SPECIFICATION APPROVAL

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Chief Executive or Delegate

JOB SPECIFICATION

KEY PURPOSE OF THE POSITION

The Supervisor Prisoner Services is responsible for the leadership, coordination and provision of a quality administrative and support service relating to warrants and property.

The Supervisor Prisoner Services supports the Functional Managers by coordinating the backfilling and monitoring the attendance of all site based staff to ensure an effective, efficient and timely delivery of services and achievement of the Unit's objectives.

KEY STAKEHOLDER INTERACTION

The position reports to the General Manager and is responsible for supervising up to 5 staff members. The position will require close interaction with members of the management team. The position is required to work in a team environment and assist other support services functions as necessary.

BRANCH PROFILE

Mobilong Prison is located near Murray Bridge, 75km east of Adelaide, and provides accommodation for medium and low security male prisoners. It has the capacity to accommodate 472 prisoners. Mobilong Prison is an open campus medium security prison, which maximises opportunities for prisoners to engage in employment, education, recreation and programs to address their offending behaviour and contributes to an overall reduction in recidivism. Mobilong Prison promotes active participation to provide prisoners opportunities for personal responsibility, progression through incentive-based living environments, employment and activities. Prisoners are expected to maintain mutually respectful relationships with staff and stakeholders' while engaging in meaningful activities, developing their life skills and supporting their reintegration into the community.

SPECIAL CONDITIONS

- Section 47 of the Public Sector Act 2009 applies in conjunction with other provisions of the act and other applicable industrial entitlements.
- The incumbent is required to satisfactorily complete a National Criminal History Check;
- A current South Australian Driver's Licence is essential;
- A flexible approach to working hours is required;
- Some interstate and intrastate travel will be required which may necessitate overnight absences.

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**Responsible for the overseeing and coordination of prisoners employed within the Property Store and Admissions and Health building by:**

- Monitoring the work perform to ensure accuracy and compliance with current practices and legislative requirements
- Undertaking regular checks of the work area to ensure appropriate confidentiality and security is maintained
- Processing the appropriate payment of allowances according to the prisoners work level and responsibilities
- Entering regular case notes and completing reports as required on incidents, work performance and ethical conduct
- Monitoring work performance, providing on the job training and encouraging multi-skilling and job rotation

Responsible for the provision of an efficient admission and property reception, storage and issue service to prisoners by:

- Adhering to related legislation and Departmental policies and procedures
- Admitting prisoners, preparing initial documentation, maintaining appropriate records, receipting and issuing prisoner property
- Maintaining accurate records of prisoner owned property and valuables
- Determining appropriate values of prisoner owned property items
- Arranging for the external storage of unacceptable and excessive property
- Supplying prison issue items to new arrivals and ensuring items are returned in an appropriate condition on transfer or discharge
- Recovering costs of non-returned or damaged DCS property on transfer or discharge
- Maintaining consistent and integral property systems, including the allocation of lockers, labelling of property and processing of requests
- Facilitating initial buys for new arrivals
- Checking and arranging the dispatch of property for prisoners being transferred or discharged
- Maintaining a register of lost and destroyed property
- Ensuring all confiscated items are secured and disposed of within the required time frames
- Ensuring prisoner owned property is prepared for court appearances, transfers and day leave in time for scheduled movements
- Arranging for security checks on all electrical goods owned by prisoners
- Collating and maintaining appropriate records and deducting hire fees for all Offender Aid Rehabilitation Services issue items to prisoners including televisions, clock radios, fans, walkmans, etc
- Ensuring property requests are processed within an acceptable timeframe
- Ensuring all property received externally is in accordance with Departmental procedures and policies including searching for contraband, maintaining appropriate records, checking and approving items taking into consideration value, quantity, and appropriateness for security purposes

- Checking prisoner property requests by assessing regime placement and existing available locker space
- Arranging the collection and delivery of all daily newspapers to prisoners
- Checking receipt of newspapers against original order
- Following up all complaints associated with the daily newspaper delivery
- Maintaining an accurate record of all DCS replacement/turnover property
- Maintaining statistical information and records to identify trends including:
 - number of prisoners discharged or transferred
 - frequency and cost of replacement departmental clothing
 - cost of stock replenishment
 - loss of stock as a result of utilising the Central Laundry Service
- Collating and maintaining appropriate records on prisoner property, work boots, current prisoners, discharged or transferred prisoners and dispatched property

Responsible for the operation and security of the prison clothing store, issue service and clothing repair service to prisoners by:

- Maintaining stock at appropriate levels and condition
- Monitoring, counting and recording all laundry sent to and returned from Yatala Labour Prison
- Ensuring all damaged clothing is either repaired or disposed of appropriately
- Labelling all DCS and prisoner owned personal clothing

Contribute to the effective operation of the prison by:

- Coordinating the backfilling and monitoring the attendance of all site based staff to ensure an effective, efficient and timely delivery of services and achievement of the Unit's objectives
- Liaising with staff, management and other locations regarding uniformity of operations and implementation of procedures
- Maintaining resources for the prison management and holding cells, issuing emergency supplies, tracksuits and provide a daily cleaning service of these areas

Contribute to the effective management of prisoner warrants and movements and property functions by:

- Supervising a specialised work group of prisoners employed within the Property Store and Admissions & Health building
- Ensuring an efficient administrative service is provided by the Warrants/Movements Coordinator
- Conducting investigations and providing reports on lost or missing property
- Researching and providing advice in response to more complex enquiries relating to Warrants, and Property

Develop, implement and review operational and administrative procedures relevant to the work areas operations, functions and outcomes and investigate alternative methods by assessing capabilities, performances and costs to achieve best practice

The Supervisor Prisoner Services is responsible and accountable for working in a safe manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health, safety and welfare of others at work by complying with OHS&W and EEO Legislation, policies and SOP's by:

- Ensuring staff are provided with accurate and clear direction, information and training regarding health and safety regulations, policies and work place procedures
- Providing safe systems of work and training for staff
- Ensuring maintenance schedules are performed and documented for all equipment contained in the work area
- Identifying, assessing and controlling risks in the work place
- Providing appropriate personal protective equipment
- Undertaking the role of Fire Warden for respective buildings if required
- Investigating workplace accidents, incidents, injuries, property damage and mishaps

- Participating in the workplace inspection process, risk assessments, job safety analysis and address identified non compliances
- Promoting staff awareness of training opportunities and the application of departmental philosophy as a continuous learning organisation
- Ensuring a fair and equitable work environment is maintained by promoting awareness of and compliance with Equal Opportunities Principles and Practices
- Ensuring the work environment and equipment is well presented, organised, operational and maintained

Contribute to the institution's record management process by:

- Ensuring all documentation created by the work area is registered and retained for the required period
- Ensuring all documentation produced from the work area is secured and maintained in an orderly manner and archived accordingly
- Responsible for taking reasonable care for their own and others' health and safety and not adversely affecting the health and safety of others.
- Responsible for early notification and reporting of workplace hazards, incidents and injuries.

QUALIFICATIONS

Essential: N/A

Desirable: N/A

PERSONAL CRITERIA**Essential Criteria**

- Proven ability, knowledge and experience in performance management including leading, motivating, supervising and training staff, and the ability to effectively resolve interpersonal and team issues.
- Proven ability, knowledge and experience in the delivery of quality customer focussed services with a commitment to continuous improvement strategies.
- Demonstrated leadership qualities with high level involvement in significant change/quality improvement processes, and the ability to communicate direction, foster cooperation in order to achieve effective outcomes.
- Demonstrated ability to communicate effectively both verbally and in writing with a diverse range of internal and external stakeholders.
- Demonstrated knowledge and experience in using a range of software applications including Microsoft Office along with the ability to collate and analyse data and produce clear and concise written information.
- Demonstrated ability to develop, implement and evaluate policies and procedures as well as the ability to think conceptually and to participate in the planning of new initiatives.
- Demonstrated ability in setting goals, delegating effectively and monitoring progress to achieve effective outcomes within set timeframes.
- Knowledge of legislative requirements including EEO Act, OHS&W Act, Public Finance and Audit legislation, Correctional Service Act and Regulations, Treasurer's Instructions and Commissioner's Standards.
- Understanding of, and ability to manage according to the legislative requirements of the Work Health & Safety Act, Regulations and associated Codes of Practice, utilising AS/NZS ISO 31000:2018 Risk Management

Desirable Criteria

- Knowledge and experience relating to prisoner warrants, and property services within a prison.
- 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.