



## JOB AND PERSON SPECIFICATION

**Title of Position:** Site Services Officer  
**Classification:** ASO2  
**Location:** Port Augusta Prison  
**Reports To:** Business Support Team Leader

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

## JOB AND PERSON SPECIFICATION APPROVAL

*H Mills* 22/07/2024

Chief Executive or Delegate

### JOB SPECIFICATION

#### KEY PURPOSE OF THE POSITION

The Site Services Officer in the Site Services Team are responsible for administrative duties in a range of functions and are expected to participate in multi-skilling which results in a comprehensive and cost-effective service to staff and prisoners.

#### KEY STAKEHOLDER INTERACTION

The Site Services Officer is responsible to the Business Support Team Leader working within a team environment both within and outside of the institution.

#### BRANCH PROFILE

Port Augusta Prison is situated at the head of the Spencer Gulf, 300 kms north of Adelaide and in close proximity to the spectacular Flinders Ranges.

As the largest prison in South Australia, Port Augusta has facilities and capacity to provide services, development and work opportunities for up to approximately 625 low, medium and high security prisoners. Many of the state's Aboriginal prisoners are accommodated here due to the prison's proximity to the Tribal Lands of the far north of South Australia.

Port Augusta Prison employs approximately 360 staff, comprised of Operational, Site Services and Offender Development staff.

Port Augusta Prison also has a Prison Industries Unit that provides employment and training opportunities in horticulture, joinery, powder coating, catering, laundry and light industries, spray painting and metal fabrication.

#### 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.
- Located at Port Augusta Prison.
- Required to work in a high security environment.
- May have face to face contact with prisoners.
- Duties may be performed in different locations within the prison.
- Core time and start times, may be negotiated to suit the needs of the unit.

**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**

Contribute towards a comprehensive and effective service to staff and prisoners by performing any of the services grouped as follows:

**In the Admin Section:**

- Prompt attention to all enquiries received at the Prison by providing courteous and accurate advice in accordance with established procedures eg: aspects of confidentiality.
- Creating, recording and processing of incoming and outgoing correspondence on the computerised records management system.
- Filing, retrieving, archiving and disposing of confidential institutional records in an efficient manner in accordance with State Records Act and Disposal Schedules.
- Prompt attention to all phone callers and visitors.
- Reception duties by attending to the prison's switchboard, attending callers and counter enquiries, typing reports and letters, maintain departmental forms register, receipting and recording prisoner mail into and out of the prison in accordance with local guidelines.
- Liaising with appropriate staff in regard to content of mail for Intel and prohibited items.
- Word Processing duties by typing reports, tables, letters and memoranda in accordance with local guidelines.
- Receipting prison mail, filing and mail delivery services to the prison in accordance with local guidelines.
- Monitoring and maintaining office equipment.
- Maintaining prisoner dossier files and communication to Sentence Administration Team (SAT), Courts Administration Authority (CAA) and other stakeholders when requested.
- Redirecting prisoner mail to the appropriate location and distribution of DCS internal mail to all areas of PAP.

**Finance:**

- Recording monies received for prisoners on JIS and on appropriate registers.
- Preparing daily reconciliation of monies.
- Calculating account balances for prisoners being discharged and issuing of any monies, recording on JIS and arranging necessary transport and accommodation for discharge arrangements.

**In the Site Services Section:**

- Providing cost effective services in the Property Section in accordance with standard and local operating procedures.
- Maintaining accurate records of prisoner owned property and valuables.
- Determining appropriate values of prisoner owned property items.
- Arranging for the external storage or removal of unacceptable and excessive property.

**JOB & PERSON SPECIFICATION**

- Maintaining consistent and integral property systems, including the allocation of lockers, labelling of property and processing of requests within an acceptable timeframe.
- Assisting in the investigation of claims.
- Facilitating the distribution of prisoner buys.
- 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 and dispatched for court appearances, transfers and day leave in time for scheduled movements.
- Collating and maintaining appropriate records.
- Ensuring all property received externally is in accordance with Departmental procedures and policies.
- Undertaking regular checks of the work area to ensure appropriate confidentiality and security is maintained.
- Completing reports as required on incidents.

**Assist in meeting the Site Services Section's outcomes by participating in:**

- A team environment with regular communications
- Staff performance and feedback
- Staff induction and training
- Providing on the job training and encouraging multi-skilling and job rotation.

**Compliance with departmental and prison policies and procedures.****Participate in promoting awareness of and compliance with Equal Opportunities Principles and Practices.****Participate in compliance with Work Health, Safety and Welfare legislation and policies by:**

- Working in a safe manner.
- Undertaking awareness and training in health and safety regulations, policies and workplace procedures.
- Assisting to implement procedures and controlling risks in the workplace.
- Wearing appropriate personal equipment, following instruction and maintain equipment.
- Contributing to investigating and rectifying workplace accidents, incidents, injuries, property damage and mishaps.
- Contributing to the workplace inspection process.

**Assisting in contributing to the achievement of the prison's objectives and targets.**

**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: Nil

Desirable: Nil

**PERSONAL CRITERIA****Essential Criteria**

Ability to work as a team member.

- Demonstrated ability to effectively communicate verbally and in writing.
- Demonstrated ability to receive instruction and work with minimal supervision.
- Proven ability to organise and prioritise workload and maintain accuracy in meeting set timeframes.
- Ability to analyse problems and contribute to formulating appropriate solutions.
- Ability to utilise initiative and possess motivation and drive to achieve outcomes.

**JOB & PERSON SPECIFICATION**

- Proven experience in the interpretation and application of rules, regulations, guidelines and procedures.
- Proven ability in delivery of customer focussed services.
- Proven ability to provide administrative services within a multi-functional work team in areas of:
  - Financial transactions, particularly in relation to prisoner transactions
  - Customer services, particularly in relation to a receptionist service
  - Records management
  - Word Processing.
- Demonstrated experience in computerised record keeping and Windows based computer software.

**Desirable Criteria**

- 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.