



JOB AND PERSON SPECIFICATION

Title of Position: Community Service Supervisor
Classification: OPS2
Location: Northern Metropolitan Region
Reports To: Area Manager

CORRECTIONAL SERVICES
Position No: M29072
Division: CC & SP

JOB AND PERSON SPECIFICATION APPROVAL

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Chief Executive or Delegate

JOB SPECIFICATION

KEY PURPOSE OF THE POSITION

The Community Service Supervisor is responsible individually, or as a team member, for

- supervision of offenders assigned to community based work programs (RepaySA) in accordance with statutory, Departmental and Work Health and Safety requirements
- liaison with a variety of government and non-government agencies in relation to the supervision of offenders assigned to various project work, including specific RepaySA work.

KEY STAKEHOLDER INTERACTION

The Community Service Supervisor is responsible to the Area Manager for the supervision of offenders assigned to undertake work on designated community service work projects.

BRANCH PROFILE

Community Corrections is responsible for the case management of adult offenders placed on community based orders and the provision of services to Court, Sentence Management Unit, and the Parole Board in order to assist offenders to adopt a non-offending lifestyle.

This position is part of the Northern Metropolitan Repay SA program. There are three Community Correctional Centres within the Northern Metropolitan Region and includes Elizabeth, Gawler and North East Community Correctional Centres.

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.
- May be required to work regularly on a Saturday for which an allowance is paid.
- May be required to take recreation leave at times of the year (usually Christmas and Easter) that the RepaySA program closes.
- A current Senior First Aid Certificate is essential.
- Trades (skilled/unskilled) experience and ability to operate and maintain minor machinery is highly desirable.
- A flexible approach to working hours is required.

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 Community Service Supervisor will, in consultation with the Community Corrections team, facilitate the efficient and professional supervision of offenders undertaking Community Service, in line with government, departmental and community requirements and expectations of effective Community Service projects and their delivery, by

- 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.
- ensuring offenders are supervised while they are performing community service work, given fair and reasonable directions, and treated in accordance with the Departmental Core Values in a tolerant, professional manner
- procuring a record of attendance for each offender prior to them commencing work, and ensuring that this document is compiled accurately and in a timely manner
- providing instruction / training / recording for offenders in safe work practices and ensuring offenders are supervised and monitored in the use of hazardous materials and equipment when required
- monitoring progress of offenders while they are performing community service work and reporting all incidents, near miss circumstances, misconduct, breaches, damage, and mis-use of equipment to the Community Corrections Officer in a timely manner.
- accounting for and returning all equipment for storage in a clean, serviceable condition, and ensuring any unserviceable, damaged or unsafe equipment is identified and reported to the Community Corrections Officer in a timely manner.
- recommending changes to enhance the role of the Community Service Supervisor, and liaising with agencies and community service beneficiaries in a timely, efficient and pleasant manner to ensure that all tasks are satisfactorily completed in accordance with project approvals
- Other duties as directed including staff training programs to develop and maintain competence, or other duties to facilitate the provision of services to offenders.

QUALIFICATIONS

Essential: N/A

Desirable: Relevant trade qualifications and / or certificates of competency training.

PERSONAL CRITERIA**Essential Criteria**

- Understanding of, and ability to manage, the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the Work Health & Safety Act, Regulations and associated Codes of Practice, utilising AS/NZS ISO 31000:2009 Risk Management.
- Demonstrate interpersonal abilities and experience commensurate with providing excellent service, including:
 - Working and communicating effectively as part of a team, and with all levels of staff and management.
 - Relating effectively with beneficiaries and the general public on community service project issues.
 - Ability to gain the cooperation of offenders using tact, discretion and impartiality.
 - Ability to maintain strict confidentiality as required.
 - Demonstrated high levels of personal integrity, conscientious and professional in conduct, and in the application of rules and procedures, both in a community and work environment.

- Proven ability to identify tasks which need to be undertaken and complete those tasks under limited direction and supervision, and organise work and determine priorities so that deadlines are met.
- Experience in supervision and training of groups, and working as part of a team, including:
 - Ability to supervise a diverse offender group effectively and equitably, and handle conflict situations by communicating effectively with offenders in a firm, non-discriminatory manner.
 - Understanding of cultural/ gender issues as they impact on offender supervision and service delivery.
- Ability to analyse problems and formulate appropriate solutions.
- Experience in processing documentation and providing information within established guidelines.
- Knowledge of Community Service procedures and an understanding of the characteristics of quality service provision.

Desirable Criteria

- Demonstrated experience in working with offenders with a commensurate level of maturity sufficient to manage difficult circumstances involving offender supervision.
- Practical organisational skills.
- Diverse complement of trade / handyperson skills and abilities and demonstrated experience in light industrial trade / handyperson work (e.g. Knowledge of basic building / landscaping / gardening skills).
- Knowledge of Departmental community service programs, processes, and knowledge of appropriate community resources.
- General knowledge of personnel management principles under the Public Sector Act, Work Health & Safety Act, and the Equal Opportunity Act.
- General knowledge of Correctional Services Department organisational structure and the South Australian Justice portfolio.
- Understanding of the responsibilities of Government employees in relation to the State Records Act.