

JOB AND PERSON SPECIFICATION

Title of Position : Community Service Supervisor	CORRECTIONAL SERVICES
Classification : OPS2	Position No: Multiple
Location : Northern Country Region	Division : Community Corrections
Reports To : Team Supervisor	

JOB AND PERSON SPECIFICATION APPROVAL

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Chief Executive or Delegate

JOB SPECIFICATION

KEY PURPOSE OF THE POSITION

The incumbent is responsible to the Team Supervisor, for:

- supervision of offenders assigned to community based work programs 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 cost share work.

KEY STAKEHOLDER INTERACTION

The Community Service Supervisor is responsible to the Community Correctional team for the supervision of offenders assigned to undertake work on designated community service work projects. The incumbent reports to the Team Supervisor, and forms part of an office team comprising Case Management Services, Intervention Services and Support Services.

BRANCH PROFILE

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

Community Correctional Centres within the Northern Country Region include, Port Pirie, Port Augusta, Whyalla and Port Lincoln.

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
- Assignment will be the Port Lincoln Community Correctional Centre.

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 Correctional 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:

- 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 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 clients.

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:

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

PERSONAL CRITERIA

Essential Criteria

- Demonstrate interpersonal abilities and experience appropriate with providing excellent service, including
 - Ability to gain the cooperation of others using tact, discretion and impartiality
 - Ability to maintain strict confidentiality as required.
- Proven ability to identify tasks which need to be undertaken and complete those tasks under limited direction and supervision.
- 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.
- Experience in processing documentation and providing information within established guidelines.
- Knowledge / understanding of safe work practices and the principles of Work Health & Safety.

Desirable Criteria

- 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 DCS organisational structure and the South Australian Justice system.