



Government of **Western Australia**
Department of **Corrective Services**

Job Description Form

013126 Assistant Director Monitoring & Compliance

POSITION DETAILS

Classification Level: Level 8
Award/Agreement: PSA 1992 / PSGOGA 2014
Position Status: Permanent, full time
Organisation Unit: Monitoring and Compliance
Physical Location: Perth CBD

REPORTING RELATIONSHIPS

Responsible to:

<TBA> Director Operational Standards and Procedures - TBC

THIS POSITION: Assistant Director Monitoring & Compliance – Level 8

Direct reports: TBC

Level TBC

OVERVIEW OF THE POSITION

The Assistant Director Monitoring and Compliance reports to the Director Operational Standards and Procedures, the role of the position is to monitor the compliance of all operational areas of the Department with operating standards and procedures set by the Operating Standards Branch and Operating Procedures Branch. The Branch's operations will be in accordance with guidelines set by the Performance, Assurance and Risk Directorate of the Office of Reform. The key functions of the Monitoring & Compliance branch are:

- Monitor the compliance of all operational branches of the Department to ensure that they comply with the Department's ongoing operating standards and procedures.
- Monitor compliance of DCS private prisons and transport and security contractors to ensure that they comply with the Department's ongoing operating standards and procedural requirements. Contract Management (oversight) will be undertaken by the division/directorate accountable for the function.
- Assess the performance of the various operating entities against benchmarks and performance standards.
- Report non-compliance or unsatisfactory compliance to the Commissioner or Heads of relevant Divisions as appropriate.
- Recommend improvements to operating standards and procedures.
- Track the implementation of approved recommendations to ensure desired outcomes are achieved.

- Monitor compliance and control of risk management from DCS Performance Assurance & Risk Committee.

The Monitoring & Compliance Branch plays a key role in the achievement of the Department's Strategic Platforms by providing essential services, coherent advice and legislative compliance. It is accountable for a broad remit of activities relating to the monitoring of all operational areas of the Department against benchmark operating standards and procedures. Cross functional integration is essential for the directorate to continuously improve its services, proactively identify and meet stakeholder requirements.

The successful applicant will assume a pivotal role in driving business and process improvement, building a high quality team focused on customer service, efficiency and productivity. Leading and managing change whilst demonstrating the ability to deliver the best outcome to meet strategic objectives and stakeholder requirements are key attributes. The ability to take accountability and hold people accountable to deliver on commitments are paramount to ensure objectives are met and the branch is continuously improving service delivery. This position requires the ability to effectively delegate work, ensure high quality standards, bring out the best in others, challenge the status quo, lead by example, continuously seek and implement best practices aligned with the Department's strategic objectives.

JOB DESCRIPTION

As part of the directorate's leadership team, the successful applicant will be expected to:

- Maintain focus and alignment with the Department's goals concerning safety, security and rehabilitation;
- Communicate effectively, model integrity and respect in all interactions;
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all directorate activity;
- Operate within chain of command facilities to coordinate activities required to meet the Department's strategic objectives;
- Work collaboratively to achieve common goals, best practice and facilitate business improvements as appropriate. Demonstrate analytical and problem solving skills, customer focus and alignment with Departmental strategic objectives;
- Represent the Department's interest on committees and working groups as required.

ROLE SPECIFIC RESPONSIBILITIES

- Directs and administratively controls the Monitoring and Compliance Branch including the planning, coordination and investigation of operational standards and procedures, setting of objectives, reviewing of methods, change management, staffing, assumes responsibility for operational costs, budgets and contract management.

- Provides strategic advice to the Director Operational Standards & Procedures, The Commissioner, relevant Division heads, the Office of Reform and Performance, Assurance and Risk Directorate in relation to all operational compliance matters, including planning, policies and legislative/regulatory compliance requirements.
- Promotes best practice in the development and monitoring of compliance testing and reporting strategies to reduce non-compliance or unsatisfactory compliance and increase the effectiveness of the performance of operational areas.
- Coordinates the evidence based review of operational practice, programs and services and recommends improvement strategies where required.
- Other duties as required

JOB RELATED REQUIREMENTS

To possess the following skills, knowledge and experience whilst embracing the Department's core values.

Contribute to the Delivery of Corporate Objectives

Lead, develop, manage and improve the Monitoring & Compliance Branch to assist in delivering the Department's four key tasks:

- Security of detainees, prisoners and offenders
- Safety of the Department's people
- Safety of detainees, prisoners and offenders
- Rehabilitation

Shapes and Manages Strategy

The ability to; provide direction to others regarding the purpose and importance of their work , set work tasks that align with strategic objectives and communicates the expected outcomes, understand the Department's objectives and aligns policy initiatives accordingly, consider the ramifications of identified issues and evaluate their potential impacts on work plans and operational goals, gather and investigate information from a range of sources and explore new ideas and different points of view, investigate best practice approaches that may enhance service delivery are important for this role.

Achieve Results

The ability to; critically review project/program performance, identify areas of improvement and initiate changes to ensure positive outcomes, identify key talent that will enhance and support performance, remain flexible and responsive to changes in requirements, seek specialist expertise and capitalise on the expert knowledge and skills of others, outlines specific activities that support success, respond in a positive and flexible way to change and uncertainty, share information and own expertise with others, monitor own progress and adjust plans as required to meet deadlines, commit to achieving quality outcomes and seek feedback from stakeholders to gauge satisfaction are all fundamental to this role.

Builds Productive Relationships

The capacity to; build and sustain relationships with a network of key people internally and externally, be proactive in offering assistance for a mutually beneficial relationship, anticipate and be responsive to internal and external clients' needs, involves, encourages and recognises the contributions of people, consult and share information and ensures that others are informed of issues, work collaboratively with the team, encourage the exploration of diverse views and try to see things from different perspectives, identify learning opportunities and strengths within the team and delegate tasks accordingly, set clear performance standards and provide timely praise and recognition, provide constructive objective feedback in a manner that gains acceptance and achieves resolution, deal with poor performance promptly are requirements for this role.

Exemplifies Personal Integrity and Self-Awareness

This role requires; a high level of personal commitment to integrity, professionalism, probity and personal development, adherence to the Code of Conduct, the ability to provide forthright and impartial advice - to challenge important issues constructively and stand by own position when challenged, to seek advice and guidance when required, takes personal responsibility for meeting objectives and shows initiative and acts proactively to progress work to meet deadlines, able to remain positive and respond to pressure in a controlled manner – continues to progress work despite criticisms and setbacks, a strong commitment to learning and self-development and acceptance of challenges and new opportunities.

Communicates and Influences Effectively

A demonstrated ability to: present messages confidently and persuasively and to successfully listen, understand and adapt to a range of audiences, select the most appropriate medium for conveying information and structures communications to ensure clarity, approach negotiations with a strong grasp of key issues, able to frame persuasive arguments that take account of opposing views, encourage support from relevant stakeholders, strive to achieve outcomes that benefit both parties are all requirements for this role.

Role Specific Criteria

- Significant demonstrated experience in leading a team to successfully deliver a range of compliance related activities and to monitor, evaluate and manage these in a complex and highly regulated organisation is essential.

SPECIAL REQUIREMENTS/EQUIPMENT

Nil

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

COMMISSIONER

Signature: _____

Date: _____

HR CERTIFICATION DATE: _____