



Job Description Form

013812, 013813 Training Officer

Operational Training

POSITION DETAILS

Classification Level: 5
Award/Agreement: PSA 1992 / PSGOGA 2014
Position Status: Permanent
Organisation Unit: Operational Services Division, Learning and Professional Development Directorate
Physical Location: TBA

REPORTING RELATIONSHIPS

Responsible to: 013793 Senior Team Leader Adult Community Corrections Training – Level 6

THIS POSITION: 013812, 013813 Training Officer

OVERVIEW OF THE POSITION

The Learning and Professional Development Directorate plays a key role in the achievement of the Department's Strategic Platforms by providing essential services. The Directorate will be accountable for developing and delivering training including conducting assessment and selection processes to establish ongoing pools of available entry level candidates to achieve the Department's vision of Right People – Trained Right.

The Directorate's Operational Training Branch is accountable for delivering and coordinating operational training and general training as required and approved by the Operating Standards and Procedures Directorate.

The Training Officer is responsible for the delivery of Corrective Services Academy training for all Departmental staff, with an emphasis on those from Adult Community Corrections.

The Training Officer informs and provides advice to the Senior Team Leader Adult Community Corrections Training on emerging issues and trends, and acts as a positive change agent, contributing to continuous improvement in an environment of reform.

JOB DESCRIPTION

As part of the Operational Training team, the successful applicant will be expected to:

- Maintain focus on the Department's goals concerning safety, security and rehabilitation;
- Work to improve communication and 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 Department activity;
- Operate within chain of command facilities to coordinate activities required to meet the Department's strategic objectives;
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate;
- Facilitate cultural and management reforms within the Department through leadership and engagement; and
- Represent the Department's interest on committees and working groups as required.

ROLE SPECIFIC RESPONSIBILITIES

- Deliver operational training, general training and refresher courses in facilities and centres that have had their content and curriculum established by the Learning Support Services Branch. The content and curriculum of training is to be as required and approved by the Operating Standards and Procedures Directorate.
- Assist in the preparation of training schedules and training programs for training and refresher courses required for operational and non-operational staff working in operational areas.
- Ensure the quality of operational training and general training delivery and assessment is to Directorate required standards.
- Provide general assistance to Probationary Officers when they arrive at facilities and centres.
- Provide ongoing training to Probationary Officers after foundation training has been completed.

- Mentor Probationary Officers throughout their probation period, providing mentoring and feedback regarding progress, improvement, expectations and consequences.
- Provide input to the assessment of the Probationary Officer's performance prior to the completion of the probationary period and recommend or not recommend approval to transition to Officer status based on Probationary Officer's performance and competency.
- Conduct on-site inductions for staff at facilities and centres.
- Conduct operational training, general training and refresher courses for all levels.
- Provide feedback to assist the Learning Support Services Branch in continuously improving training.
- Assist in the writing of training manuals and preparation of education materials in order to deliver approved training content and curriculums to required standards.
- Assist Learning Support Services Branch in developing the Department's training e-learning modules.
- Record training delivered to staff in the Department's Learning Management System.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

JOB RELATED REQUIREMENTS

In the context of the roles specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, scan the environment to monitor priorities and keep self and other stakeholders informed on critical factors and issues, think laterally, be innovative, identify and work collaboratively to overcome challenges and implement reform program initiatives are important for this role.

Achieve Results

The ability to; evaluate project/program performance, identify areas of improvement and initiate changes to ensure positive outcomes, deal positively with uncertainty and cope in a changing environment, able to determine appropriate actions despite a lack of clarity, a focus on quality, adherence to current procedures and managing projects to completion within a set timeframe are fundamental to this role.

Builds Productive Relationships

The capacity to network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, to actively listen to staff, colleagues and stakeholders involved in the reform program and encourage engagement and contribution to the process is a requirement for this role.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated; high level of personal commitment to integrity, professionalism, probity and personal development; adherence to the Code of Conduct; ability to constructively challenge issues, discuss alternatives to progress issues, meet objectives, follow up to finalise work, maintain a positive outlook. Engage with risk by providing impartial and clear advice, constructively challenging issues and proposing solutions. Actively identifies potential risk issues and reports to management.

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 is a requirement for this role.

Role Specific Criteria

Nil

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: _____