



# Job Description Form

## Department of Justice Purpose

To provide a safe, secure and decent corrective services which contribute to community safety and reduced offenders' involvement in the justice system.

<b>Position Title</b> Receptionist/Cashier		
<b>Effective Date</b> 1 September 2005	<b>Position Number</b> 1101	<b>Level</b> Level 1
<b>Prison</b> Eastern Goldfields Regional Prison	<b>Division</b> Prisons	<b>Directorate</b> Public Prisons

## Divisional Outcomes

To reduce re-offending, protect the community and direct prisoner towards the adoption of law-abiding lifestyles.

## Directorate Outputs

Output 1: The custody and control of prisoners.  
 Output 2: The care and well being of prisoners  
 Output 3: Reparation to the community.  
 Output 4: A reduction to re-offending through the provision of training and appropriate rehabilitation programs.

## Branch Outputs

Output 1: Managing the prison to ensure the security and good order of the prison is maintained in line with its Business Plan, resource management budget and statutory requirements.  
 Output 2: Managing the prison to ensure the care, well being and development needs of prisoners are met.  
 Output 3: The development of effective community and industry programs aimed at providing reparation to the Community.  
 Output 4: Managing the delivery and encouraging prisoner participation in programs aimed at preventing re-Offending

## Role of this Position

Eastern Goldfields Regional Prison is a minimum-security prison with the capacity to house maximum and medium security prisoners for short periods. Eastern Goldfields Regional Prison manages both male and female prisoners. The prison is situated approximately 600km's east of Perth, houses up to 100 prisoners and has an approved FTE of 66 staff.

The Receptionist/Cashier provides effective and direct support to the Superintendent, Operations Manager and Assistant Superintendent Resources, and actively contributes to the administrative team at the Eastern Goldfields Regional Prison.

The Receptionist/Cashier is responsible for:

- Receiving and directing incoming calls and visitors
- Receiving and opening daily mail for the branch, outgoing mail
- Receiving revenue and disbursing expenditure and correct banking procedures
- Maintaining branch cash advance and balances of ledger accounts
- Undertake duties pertaining to prisoner's private cash and gratuities
- Maintain information on prisoner phone system

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## Responsibilities of this Position

### Administration

- Provide administration support to the Superintendent and other senior staff.
- Provides first contact for all incoming telephone enquiries, managing the switchboard referring specific enquiries to the relevant staff.
- Provide typing support, including reports, letters and memos for the prison administration as required, maintaining integrity and confidentiality.
- Coordinates receipt and distribution of all internal/external departmental mail including daily town/mail run.
- Coordinates receipt and distribution of all prisoner mail, ensuring that incoming mail is opened in the presence of a second officer.
- Ensures that all confidential prisoner mail (ie. Ombudsman) is documented and dispatched as required.
- Maintain appointment schedules for maximum security interview room.
- Maintain central filing system, creating and culling files as necessary.
- Maintain prison archive system.
- Maintain statistical data for reference (ie. Section 94 monthly statistics).

### Resource Management

- Ensures that the physical functions are implemented to meet the needs of the prison.
- Ensures that correct accounting procedures for the branch cash advance, expenditure, revenue, prisoner's private cash and gratuity accounts are maintained.
- Controls and ensures correct accounting standards are adhered to throughout the branch in accordance with the Financial Administration and Audit Act (FAAA) and Treasury Instructions (TI).
- Controls payments to prisoner accounts on the prisoner telephone system.
- Monitors and ensures that stationary stocks are maintained within the administration area.

### Team Work

- Participates constructively and positively within the workplace teams to achieve allocated tasks.
- May be required to relieve Administrative Assistant as and when required.

### Policy and Procedures

- Assists in the implementation and follows relevant policies and procedures.

### Cultural Change

- Participates within and contributes to a positive and innovative workplace environment.

### Continuous improvement

- Participates in the identification of and applies opportunities for continuous improvement within the team.

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**Skills, Knowledge, Behaviours and Qualifications**  
For purpose of professional development, providing context in relation to work related requirements, training, etc.

<p><b><u>SKILLS</u></b></p> <p><b>Time Management</b> The ability to prioritise, organise and complete work within set timeframes.</p> <p><b>Team Work</b> The ability to participate in work groups to achieve positive outcomes.</p> <p><b>Resource Utilisation</b> The ability to coordinate the use of allocated human, financial and physical resources effectively for the team.</p> <p><b>Information and Knowledge Utilisation</b> The ability to use, record and store information and knowledge effectively to complete set tasks.</p> <p><b>Communication and Interpersonal</b> Effective written, oral and interpersonal communication skills.</p> <p><b>Computer Literacy</b> The ability to use a range of computer applications such as Word, Excel and Powerpoint. The ability to type at a minimum of 40 words per minute with maximum accuracy.</p> <p><b>Interpretation</b> The ability to interpret and apply legislation.</p> <p><b><u>KNOWLEDGE</u></b> Knowledge and experience in a variety of computer applications including word processing, spreadsheets and Powerpoint presentations. Knowledge of Occupational Safety and Health legislation. Knowledge of Equal Opportunity Employment legislation.</p> <p><b><u>QUALIFICATIONS</u></b> Current "C" Class WA Motor Drivers Licence.</p> <p><b><u>BEHAVIOURS</u></b> Demonstrate behaviours consistent with the values described in the Prisons Division Code of Conduct.</p> <ul style="list-style-type: none"> <li>• <b>Integrity</b> We will uphold high standards of integrity by being honest and fair at all times.</li> <li>• <b>Professionalism</b> We will demonstrate high professional standards in delivering quality services and always seek to improve those services.</li> <li>• <b>Respect</b> We will treat all people with dignity and respect.</li> </ul>
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## Work Related Requirements (Selection Criteria)

The work related requirements to be addressed in the application are stated in the Application Package.

*The following work related requirements may be assessed at different stages of the selection process.*

### **ESSENTIAL**

#### **SKILLS**

##### **Time Management**

The ability to prioritise, organise and complete work within set timeframes.

##### **Team Work**

The ability to participate in work groups to achieve positive outcomes.

##### **Resource Utilisation**

The ability to coordinate the use of allocated human, financial and physical resources effectively for the team.

##### **Information and Knowledge Utilisation**

The ability to use, record and store information and knowledge effectively to complete set tasks.

##### **Communication and Interpersonal**

The ability to use a range of computer applications such as Word, Excel and Powerpoint. The ability to type at a minimum of 40 words per minute with maximum accuracy.

#### **KNOWLEDGE**

Knowledge and experience in a variety of computer applications including word processing, spreadsheets and PowerPoint presentations.

#### **QUALIFICATIONS**

Current "C" Class WA Motor Drivers Licence.

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**Reporting Relationships**

Title  
**Superintendent**  
Classification  
**Level 8**

Responsible To

Title  
**Assistant Superintendent Resources**  
Classification  
**Level 6**

Responsible to

Title  
**Human Resource Coordinator**  
Classification  
**Level 3**

Responsible To

**Receptionist/Cashier**

Other offices reporting to this office

**Title and Classification:**

Offices under direct responsibility

Title	Classification	Number of FTEs Supervised and controlled

<b>LOCATION AND ACCOMMODATION</b> State location. If accommodation is available give details such as department/G.E.H.A., free/rental, etc.	<b>LOCATION</b> <b>Kalgoorlie–Boulder</b>
<b>ALLOWANCES/SPECIAL CONDITIONS</b> State allowances and conditions applicable.	<b>ACCOMMODATION</b> <b>GEHA accommodation may be available to successful applicant</b>

**Certification**

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

<b>Executive Director / Chief Executive Officer</b>
<b>Signature</b>
<b>Date</b>