



# Job Description Form

## Senior Programs Officer

### Offender Programs

#### Position details

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Classification Level: Specified Calling Level 2

Award/Agreement: Public Service Award 1992 / Public Sector CSA  
Agreement (and subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Corrective Services, Offender Services

Physical Location: Various locations throughout Western Australia

#### Reporting relationships

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Responsible to: Program Delivery Manager - Generic - Level 7

**This position: Senior Programs Officer - Generic - Specified Calling Level 2**

Direct reports: NIL

#### Overview of the position

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The Rehabilitation and Reintegration Branch (R&R) leads the development and coordinated implementation of offender rehabilitation programs, interventions and services with the aim of improving offenders' lives and reducing the likelihood of re-offending. This includes ensuring appropriate assessment and case management practices are in place to assess rehabilitation and reintegration needs and that suitable programs and services are available and delivered. R&R consists of the following business areas: Sentence Management; Clinical Governance and Innovation; Assessment and Intervention; Education, Employment and Transitional Services; Offender Programs and Contract Management and Reintegration Services.

Under direction of the Program Delivery Manager, the position is responsible for delivering therapeutic and psycho-educational programs that promote pro-social, law-abiding behaviour to offenders. Programs are delivered in both community and prison-based settings across various sites and includes after hours work.

## **Job description**

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As part of the Offender Programs team, the successful applicant will be expected to:

- 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 the chain of command 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.
- Represent the Department's interest on committees and working groups as required.

## **Role specific responsibilities**

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### **Program Delivery and Facilitation (Skills and Experience)**

- Delivers rehabilitative programs to offenders in custody and in the community.
- Collaborates with and supports co-facilitators in the delivery of offender programs.
- Contributes to the development of program delivery procedures and policies within a team based environment.

### **Program Planning, Development and Evaluation**

- Identifies and recommends improvements to program content and structure in order to effectively meet program objectives.
- Assists with the evaluation of offender programs and reports on the impact, benefits and aspects requiring improvement and updating.
- Collects relevant data and provides feedback that enables the evaluation and refinement of program provision.

### **Offender Assessment, Reporting and Record Keeping**

- Identifies the specific program needs of offenders through evidence-based assessment.
- Prepares written reports detailing offender assessment and treatment outcomes according to a set standard and within designated timeframes.
- Provides advice and reports to Courts, the Prisoners Review Board and other internal stakeholders within designated timeframes.
- Liaises with relevant Department personnel about treatment and assessment issues.

- Creates and maintains records that meet legislative and branch requirements.

### **Consultancy and Advice**

- Provides a program consultancy and training service to the broader Department with regard to offender programs.
- Maintains knowledge of external resources and current research pertaining to the ongoing rehabilitative needs of offenders.
- Communicates with internal and external stakeholders about programmatic intervention issues.

### **Ethical Behaviour**

- Demonstrates ethical behaviour in accordance with the Departments Code of Conduct.

### **Equity, Diversity and Occupational Safety and Health**

- Applies the principles of equity, diversity, occupational safety and health in the workplace and behaves in accordance with relevant standards, values and policies.
- Maintains knowledge of working with Aboriginal and Culturally and Linguistically Diverse (CaLD) populations.

### **Other**

- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **Job related requirements**

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In the context of the role 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, draw on information from a range of sources and use judgement to analyse findings, work within agreed guidelines to make decisions and to incorporate outcomes into work plans are important for this role.

### **Achieve Results**

The ability to; assess project and program performance, identify areas of improvement and suggest changes to ensure positive outcomes, demonstrate flexibility and cope with day-to-day changes in priorities, support projects to completion and a focus on quality in all areas of work 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, consult and share information with the team and seek input from others where

necessary, encourage contribution and engagement, recognise different views and to ensure that stakeholders are kept informed as appropriate are requirements for this role.

### **Exemplifies Personal Integrity and Self-Awareness**

A commitment to; adhere to the Code of Conduct in all interactions, maintain a high level of personal commitment to integrity, professionalism, probity and personal development, take responsibility for completion of works within timeframes and takes the initiative to progress work when required. Able to justify own position when challenged. Acknowledge mistakes and learn from them, and seek guidance and advice when required. Engage with risk by providing impartial and clear advice, seeking guidance when required, identifying and/or reporting potential risk issues to supervisor.

### **Communicates and Influences Effectively**

A demonstrated ability to; present messages confidently and persuasively and to actively listen, understand and adapt communication styles to suit a range of audiences, listen to differing views and opinions and develop persuasive counter arguments are requirements for this role.

### **Role Specific Criteria**

- **Group Program Delivery Skills and Experience**

Works with a diverse range of mandated clients within a therapeutic and case management environment. Utilises evidence-based models of group intervention, literature, group processes and group dynamics.

- **Communication and Interpersonal Skills**

Writes reports and communicates with a wide range of stakeholders. Networks with a variety of internal and external agencies to assist with offender rehabilitation. Engages with clients to achieve positive outcomes.

- **Teamwork Skills**

Contributes positively as a member of a team. Provides constructive input into the development and evaluation of programs.

- **Cultural Sensitivity**

Applies a sound understanding of cultural sensitivity and awareness when working and interacting with diverse cultural groups.

- **Qualifications**

An accredited qualification in Psychology and eligibility for general registration with Australian Health Practitioner Regulation Agency (AHPRA); or an approved Social Work qualification and eligibility for membership with the Australian Association of Social Workers (AASW); or an approved 4-year behavioural science degree.

### **Special requirements/equipment**

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The incumbent will be required to undertake work outside normal office hours.

It is a requirement of the position holder to hold a valid driver's licence.

**Certification**

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

Assistant Commissioner Rehabilitation and Reintegration

Signature: \_\_\_\_\_ Date: December 2024

HR certification date: December 2024