



Job Description Form

Department of Justice purpose

To provide a safe, secure and decent justice service which contributes to community safety and reduced prisoners' involvement in the justice system.

Position title Despatch Officer		Position number Generic
Award/Agreement Prison Officers' Industrial Agreement	Special conditions N/A	Classification level VSO2
Division Corrective Services	Directorate Various	Branch Various

Divisional purpose

The Corrective Services division is accountable for providing support to the justice system and the community of Western Australia by ensuring the security and safety of detainees and prisoners as well as prisoners on community-based orders, with a focus on rehabilitation.

Reporting relationships

Responsible to:	Designated line manager
This position:	Generic – VSO2 – Despatch Officer
Direct reports:	None

Overview of the position

The Directorate is accountable for the custody and containment, care and wellbeing, reparation, development and reintegration of people within their supervision.

The Despatch Officer coordinates all aspects of daily operations relating to the collection/receipt and delivery/distribution of goods and services to/from prison sites, units and external locations, together with overseeing the recycling processes. This position provides on the job instruction and supervision to prisoners who work in this area.

Employee responsibilities

Employees will:

- Demonstrate a commitment to adhere to the Department's Code of Conduct, Code of Ethics and Equal Employment Opportunity legislation
- Communicate constructively and build relationships; model integrity and respect; understand individual differences and diversity in all interactions; act professionally and acknowledge mistakes
- Comply with and work within the *Prisons Act 1981*, Prisons Regulations 1982, custodial operational instruments and departmental policies and procedures
- Comply with and work within approved and established Work Health and Safety Regulations 2022 (WHS) together with security procedures
- Drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission and priorities
- Support cultural and management reforms within the Department.

Role specific responsibilities

Despatch operations

- Coordinate and direct the day to day despatch operations in the distribution centre to support prison operations including preparing, planning and scheduling daily work activities for prisoners.
- Assist in the preparation of management reports and correspondence related to despatch operations (including incident reporting and WHS etc) using various computer applications such as spreadsheets, templates, emails and in-house systems.
- Ensure the collection/receipt and delivery/distribution of goods and services are met internally and externally to the prison.
- Coordinate the collection and processing of items for recycling.
- Maintain all equipment, ensuring it is in good working order.
- Liaise with and coordinate the use of contractors and suppliers for the purposes of maintaining equipment and/or consumable products.
- Responsible for escorting contractors and suppliers for the distribution centre.
- Facilitate the early escort of contractors and vehicles as required.

Stock control

- Maintain sufficient stock levels of goods and equipment within the distribution centre.
- Maintain appropriate records to track the receipt and distribution of goods and services, ensuring invoices and documentation is verified and submitted for processing.
- Assist in periodic and annual stock takes, providing data to assist in budget submissions.
- Ensure the safe storage and security of stock at all times, reporting any issues to management.
- Contribute to, and resolve, supplier management issues as they arise.

Information and knowledge management

- Uphold confidentiality and security in relation to Departmental records.
- Maintain appropriate systems and records to track production or service delivery for the work area.
- Prepare correspondence and various reports for the industry or service area.
- Update prisoner records for activity or work programs and reports on incidents.

Instruction

- Undertake prisoner induction training on principles, practices, procedures and use of equipment within the industry or service area and registers on the Prisoner Safety Induction and Training form (COO2).
- Undertake appropriate on the job instruction of prisoners with different skill and knowledge levels that work within the industry or service area.
- Provide assistance and instruction to prisoners participating in and achieving qualifications in the relevant industry or service area when required.

Managing prisoners

- Coordinate and oversee prisoners in all activities or duties they undertake within the industry or service area on a day to day basis.
- Undertake the management of prisoners in a just and humane manner in keeping with prevailing community standards, having due regard to harassment and discrimination against prisoners.
- Ensure the custody of prisoners is in accordance with the requirements for the good order of the prison.
- Report any unusual occurrence and matters concerning security to the Disciplinary Officer.

Policy and procedures

- Comply and work within approved and established WHS Regulations and procedures.
- Comply and work within approved and established security and emergency procedures.
- Follow Standing Orders, workplace policies and procedures within the Prison to achieve tasks.
- Report gaps in implementation of policy and procedures at operational level.

Resource management

- Maintain and coordinate resources such as property, stock and equipment relative to the industry or service area.
- Ensure physical resources are managed efficiently, stored appropriately and in good working order.
- Use available resources effectively and positively to achieve outcomes.

Other duties

- Other duties, as required, within the limits of the occupants' skill base, competency and training.

Job related requirements (selection criteria)	Context within which the requirements will be applied and/or general standard expected
1. Licences	A minimum licence is required, please refer to the advertisement. Note: <i>Nationally recognised Australian licences or overseas licences that have been verified in Australia for equivalency will be accepted.</i>
2. Experience	Demonstrated experience in the ability to manage all aspects of stores, including purchases, sales, stock rotation and inventory of stock levels.
3. Computer skills	An understanding of computer applications such as spreadsheets, databases, document writing and emails. The ability to learn in-house computer systems.
4. Information and knowledge management	The ability to gather and share information and knowledge within a confidential environment.
5. Instruction	Demonstrated ability to effectively mentor, deliver on the job instruction and supervise prisoners who work in the area.
6. Interpersonal skills	The ability to communicate clearly and effectively with internal and external stakeholders utilising written and oral skills. The ability to question, listen, understand and discuss calmly while adapting to audiences, particularly those relevant to minority groups, non-English speaking backgrounds and indigenous people. Develop, maintain and participate in work groups to achieve positive outcomes. Working professionally with others in a team environment.
7. Organisation and resource management	The ability to interpret information and evaluate opportunities to prioritise and manage tasks/projects with available resources to achieve positive results. The ability to show judgement, intelligence and common sense while recognising potential issues/problems and acting within set timeframes.

Note: *When applying for vacant positions, applicants are required to address the job related requirements in the left-hand column only. The context and standards only provide general guidelines within which the job related requirements will be applied to the role specific responsibilities.*

Special requirements, licenses and accreditations

- Be willing to undertake training applicable to the role through the Department's Training Academy.
- Be willing to undertake skill set(s) and vocational competencies to meet industry standards as trainers and/or assessors (*if applicable*).
- Possess a current valid manual class "C" motor vehicle driving licence.
- Possess a current valid Provide First Aid (HLTAID003) accreditation (or equivalent eg Senior First Aid) received from an accredited training provider with a minimum of 12 months validity remaining.
- Possess a current valid Construction Induction Training accreditation (White Card) (*if applicable*).

Pre-appointment conditions

To comply with the *Prisons Act 1981* and Prisons Regulations 1982, applicants must:

- Complete an Employment Profile Assessment as determined by the Department
- Receive clearance through a National Criminal History Record check and Integrity assessment.

Certification

Delegated Authority

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

Name: Mike Reynolds Title: Commissioner

Signature: 2019 VSO Generic JDF Review Project Date: 18 / 02 / 2022

HR Certification Job description form effective date: 01 / 09 / 2022