



Job Description Form

Generic Education Clerk

Education & Vocational Training Unit

Position details

Classification Level: 1

Award/Agreement: PSGOGA / Public Servant Government Officer's General Agreement

Position Status: Permanent

Organisation Unit: Corrective Services, Offender Management

Physical Location: State wide

Reporting relationships

Responsible to: Generic, Campus Manager, Specified Calling Level 2

This position: Generic, Education Clerk - Level 1

Overview of the position

The Offender Management Directorate's primary focus is on reducing reoffending, which it will achieve by:

- providing leadership, oversight and support in a holistic and partnership approach across all areas of the Department to embed therapeutic practices;
- elevating the position of rehabilitation and reintegration service delivery, including partnerships with non-government organisations; and
- establishing enhanced Aboriginal services to guide, monitor and provide practical supports.

The Division is the custodian of offender management which incorporates the delivery of evidenced based assessments, strategy and development, rehabilitation programs, education, employment and transitional services, psychological assessment and counselling support, health and sentence management.

The Educational & Vocational Training Unit works towards assisting students to acquire, develop, practice and apply the knowledge, skills and attitudes now and in the future to take responsible control of their own lives.

The Education Clerk provides administrative and clerical support to the Education and Vocational Training Unit to maintain an effective and efficient operation.

Job description

As part of the Education & Vocational Training Unit team, the successful applicant will be expected to:

- Always consider the unique risks associated with the Department's activities when undertaking all duties
- 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 Department activity
- Operate within the Department's chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively with staff in other directorates and within the division to achieve common goals and best practice and facilitate business improvements as appropriate, demonstrated analytical problem solving skills, customer focus and alignment with Departmental strategic objectives;
- Drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission and priorities; and
- Support cultural and management reforms within the Department.

Role specific responsibilities

1. Administration

- Provides clerical and administrative support to the EVTU.
- Assists in the purchasing, collation and distribution of course curriculum for Auswest Specialist Education & Training Services (ASETS).
- Assists with the establishment and maintenance of offender educational records in the Pathlore database.
- Attends to telephone enquiries and directs them to an appropriate officer.
- Attends to distribution of incoming mail and ensures compliance with outgoing mail procedures.
- Maintains filing system in accordance with Departmental procedures.
- Creates student education files for all Education Centres in prisons.
- Applies relevant processes, procedures and policies.
- Ensures accuracy in processing and administrative functions.
- Uses initiative to anticipate work requirements and take action without direct supervision.

2. Skills

- Highly developed interpersonal and organisational skills.

3. Financial

- Arranges the ordering and payment of supplies, equipment and services incurred by the EVTU.
- Receives, checks, collates, and amends (as necessary) fortnightly Sessional Tutor Pay Claims for the prison Education Centre.

4. Behaviours

Performs duties and models acceptable behaviours such as:

- Maturity
- Flexibility
- Respect for confidentiality
- Pro-active engagement
- Team orientated

5. Ethical Behaviour

- Demonstrates ethical behaviour in accordance with relevant standards, values and policies.

6. 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.

7. Other

- 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 role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to understand the Department's values and objectives how they are relevant in assigned work, and to work under direct supervision to meet timelines and priorities.

Achieve Results

The ability to see tasks through to completion; rescheduling and reorganising work to reflect changes in priority. Applies own expertise to work tasks, learn new products and services and maintain accurate records and file

Builds Productive Relationships

The capacity to responds under direction to changes in client needs and expectations, manage progress and keeps clients informed and provide prompt and courteous service, as well as the capacity to recognise the value of individual differences and work styles.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated commitment to adhere to the Code of Conduct, behave honestly and ethically. Applies self to meet objectives, stay calm and professional under pressure, and provide accurate information to others. Provides accurate information, checks and confirms accuracy prior to release. Acknowledges mistakes and learns from them, and seeks guidance and advice when required

Communicates and Influences Effectively

The ability to explain information using language appropriate to the client while limiting the use of jargon, listen and ask questions to ensure understanding and to confirm that the message has been understood and to discuss issues calmly.

Role Specific Criteria

- **Experience** - Experience working within a clerical or administrative environment, whereby specific practices and procedures are adopted.
- **Communication** - Strong written, oral and interpersonal skills
- **Computer Skills** - High standard of word processing skills including the ability to use various databases.
- **Team Work** - The ability to work as a team member in order to achieve the goals of the Unit.
- **Organisational Skills** - The ability to prioritise, organise and complete tasks within set timeframes.
- **Finance Skills** - Sound purchasing and accounts monitoring skills.
- **Desirable** - Knowledge of an education and/or training environment
Experience working in a challenging, multi-disciplinary work environment.

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.

<Delegated Authority title>

Signature: _____ Date: _____

HR certification date: _____