



# Job Description Form

## Assistant Project Officer

### ACCESS Branch

#### Position details

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Classification Level: 4

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

Position Status: Permanent

Organisation Unit: Corrective Services, Operational Support

Physical Location: Perth CBD

#### Reporting relationships

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Responsible to: 013268 Project Officer – Level 5

**This position: Assistant Project Officer (Generic) - Level 4**

Direct reports: NIL

#### Overview of the position

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Operational Support Services is accountable for providing a single area of accountability for developing and delivering operating standards and operating procedures in accordance with the Department's strategic platforms and policies. It determines and sets best practice operating standards for adult and youth public and private prisons and community corrections facilities within a complex, high-profile and contentious environment of corrective services.

The Assistant Project Officer ACCESS is responsible for providing assistance to the Project Officer in the development, investigation and review of the Department's complaints, compliments and suggestions services that form the basis for the ACCESS functions within the Department. The Assistant Project Officer will coordinate, monitor and respond to prisoner and community complaints received by telephone, mail or electronically. The Assistant Project Officer will provide a central point of contact to ensure the coordination and administration of all feedback lodged by offenders, clients and the community.

#### Job description

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As part of the ACCESS 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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- Coordinates, responds to, and resolves, complaints, compliments and suggestions received through the telephone service, mail or by electronic means.
- Receives and assesses telephone contacts and provides guidance to immediately resolve matters where appropriate.
- Reviews and assesses written correspondence from clients, community and external agencies.
- Reviews and monitors information to facilitate the appropriate resolution of complaints in line with Complaints Management Framework.
- Liaises with the prisons, detention centre, or community centres to ensure all ACCESS matters are resolved.
- Maintains networks with internal stakeholders to facilitate service improvement responses to complaints.
- Ensure the effective use of computer software to administer large volumes of information.
- Undertakes activities to support the development and implementation of strategies to improve the ACCESS services within the Department.
- 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 reasons for decisions and how they are related to their work, understand the work environment and identify issues that may impact own achievement and contributes to team planning, draw on information from a range of sources and to use common sense to analyse what information is important, anticipate issues that could impact

on tasks and identify risks and uncertainties in procedures and tasks are all important for this role.

**Achieve Results**

The ability to; monitor progress against performance expectations to ensure deadlines are met, communicate outcomes to supervisor, apply and develop capabilities to meet performance expectations, demonstrate knowledge of new programs, products or services relevant to the position, work to agreed priorities, outcomes and resources and be responsive to changes in requirements are fundamental to this role.

**Builds Productive Relationships**

The capacity to; build and maintain relationships with team members, other teams, colleagues and clients, share information with team members, seek input from others, contribute to team discussions and ensure that others are kept informed, maintain an awareness of personalities, motivations and diverse qualities, treat people with respect and courtesy and an ability to act on constructive feedback.

**Exemplifies Personal Integrity and Self-Awareness**

An ability to; listen when own ideas are challenged, provide accurate advice to colleagues and clients and to check and confirm the accuracy of information prior to release, take responsibility for mistakes and learn from them, acknowledge when in the wrong, seek advice and assistance from colleagues and supervisor when uncertain. Engage with risk by providing accurate information, seeking guidance when required and reporting potential risk issues to supervisor.

**Communicates and Influences Effectively**

A demonstrated ability to; structure messages clearly and succinctly orally and in writing, focus on gaining a clear understanding of others comments by listening and questioning for clarity, check that own views have been understood, listen to differing ideas to develop an understanding of the issues are essential in this role.

**Special requirements/equipment**

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Nil

**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.

Deputy Commissioner Operational Support

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR certification date: May 2025