



# Job Description Form

## Team Leader Custodial Training

### Learning and Professional Development

#### Position details

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Classification Level: 5

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: Bentley

#### Reporting relationships

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Responsible to: 013794 Manager Custodial Training – Level 6

**This position: Team Leader Custodial Training (Generic) - Level 5**

Direct reports: Various Training Officers SOT

#### Overview of the position

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The Department of Justice, Corrective Services Academy (the Academy) is a Registered Training Organisation (RTO) and is responsible for the identification and delivery of learning and professional development for all Corrective Services staff, including foundation, ongoing work skills, corporate governance and compliance and leadership development.

The Academy's Operational Training Branch consists of five sections and is accountable for developing and delivering training in accordance with Corrective Services operational requirements, with a focus on foundation training for front line staff working in custodial and community settings.

The Team Leader Custodial Training is responsible for the coordination, supervision and delivery of training for Corrective Services staff working in prisons.

The Team Leader Custodial Training informs and provides advice to the Manager Custodial Training on emerging issues and trends, and acts as a positive change agent, a leader, contributing to continuous improvement.

## **Job description**

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As part of the Operational Training Branch, 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 Academy chain of command to coordinate activities required to meet the Custodial Training Section objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Support cultural and management reforms within Corrective Services through leadership and engagement.
- Represent Corrective Service's interest on committees and working groups as required.

## **Role specific responsibilities**

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- Demonstrate leadership as a member of the Custodial Training Section Leadership Team to support whole of Academy outcomes.
- Coordinate or deliver operational training, general training and refresher courses that have had their content and curriculum established by the Learning Support Services Branch.
- Assist in the preparation of training schedules and training programs for operational training and refresher courses required for prison-based staff.
- Provide assistance, advice, coaching and mentoring to Training Officers to develop and enhance their capabilities.
- Monitor the progress of Training Officers in the performance of their duties and provide guidance on training to general prison operation standards in support of prison security, people safety and offender rehabilitation.
- Ensure the quality of operational training and general training delivery and assessment is to the required operational standards.
- Conduct and coordinate inductions and foundation training for Trainees.
- Mentor Trainees throughout their training period, providing advice on expectations of performance against prison operations and feedback regarding progress, improvement, expectations and consequences.
- Advise on a Trainee's performance at the completion of entry-level foundation training period and recommend or not recommend approval to graduate based on Trainee's performance and competency.
- Conduct or coordinate operational training, general training and refresher courses for all levels relating to prison operations.

- Conduct or coordinate operational training and general training for Vocational Support Officers.
- Provide feedback to assist the Learning Support Services Branch in continuously improving training.
- Undertake the writing of training manuals and preparation of education materials in order to deliver approved training content and curriculums to required standards.
- Assist in developing e-learning modules.
- Record training delivered to staff in the Department's Learning Management System.
- 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**

- Possession of or progression towards a Certificate IV in Training and Assessment.

## **Special requirements/equipment**

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- The position holder may be required to travel and deliver training state-wide at prisons and training venues as required.
- A current and valid 'C' class drivers' licence or equivalent.
- The position is required to wear the designated Team Leader issued uniform in line with Academy standards.

## **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.

Director Learning and Professional Development

Signature: \_\_\_\_\_ Date: March 2026

HR certification date: March 2026