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| <b>Position title</b><br>Manager Veteran Services                           |   | <b>Position number</b><br>016586                        |
| <b>Classification level</b><br>Level 6                                      | <b>Award/Agreement</b><br>PSA 1992 / PS CSA Agreement | <b>Effective date</b><br>March 2026                     |
| <b>Division and Directorate</b><br>Corrective Services<br>Offender Services | <b>Branch</b><br>Rehabilitation & Reintegration       | <b>Location</b><br>4 Welshpool Road, East Victoria Park |

| Mission   | Principles   | Values   |
|---|--|--|
| <ul style="list-style-type: none"> <li>A fair, just and safe community for all Western Australians</li> </ul> | <ul style="list-style-type: none"> <li>High performing and professional</li> <li>Ethical and accountable</li> <li>Trained, safe and supported</li> </ul> | <ul style="list-style-type: none"> <li>Respecting rights and diversity</li> <li>Fostering service excellence</li> <li>Being fair and reasonable</li> </ul> |

## Reporting relationships

|                       |               |                |   |
|-----------------------|---------------|----------------|---|
| Responsible to:       | 008916        | Level 8        | Assistant Director Prisoner Employment Programs & Transitional Services |
| <b>This position:</b> | <b>016586</b> | <b>Level 6</b> | <b>Manager Veteran Services</b>   |
| Direct reports:       | Nil           |                |   |

## About this position

The Rehabilitation and Reintegration directorate is accountable for reducing re-offending, protecting the community and directing offenders towards the adoption of law-abiding lifestyles.

The Education, Employment & Transitional Services branch works towards assisting prisoners 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 Manager Veteran Services is responsible for coordinating services for staff and offenders that are eligible for military veteran services throughout Correct Services. Services include but are not limited to the identification of needs, stakeholder engagement, connection to specialised resources, contribution to departmental policy, and departmental promotion and training on veteran services.

## Key deliverables – what this position involves

- Lead and support the implementation and monitoring of the Corrective Services Veteran Strategy and action plan.
- Develops research, record keeping and governance processes.
- Initiates and manages the identification, establishment and maintenance of effective relationships and referral pathways with key stakeholders within the department, community and government.
- Initiates and manages the development of strategic, sustainable and recurrent stakeholder relationships and consultation to capture current and future service and transition opportunities.
- Leads the development, maintenance and promotion of the Veteran Services Intranet page.

- Coordinates the development of internal and external publications and media, promoting the Corrective Services Veteran Strategy and service opportunities.
- Leads the establishment and coordination of education and ongoing support provided to Departmental staff on veterans' needs and available support services.
- Leads the recognition of veteran staff members as part of the Department's ANZAC Day and Remembrance Day commemorations.
- Establishes and promotes appropriate internal communication and advocacy to facilitate positive outcomes for both departmental operations and unique veteran needs.
- Provides high level advice to internal and external stakeholders including staff training, academics, the Department of Veterans Affairs, WA Government Veterans issues, Ministerial advice, briefings and responses to Parliamentary Questions and correspondence.
- As a subject matter expert, monitors and contributes to policy development and review while ensuring compliance with legislation and guidelines
- Demonstrate a commitment to adhere to the Department's Code of Conduct, Public Sector Commission's Ethical Foundations and Equal Employment Opportunity legislation.
- Demonstrates the expected behaviours of the context for this role.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

### Leadership expectations – our expectations of you

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

For this role, you will be someone who exhibits behaviours and mindsets within the leadership context of [Leading Others](#).

| Essential selection criteria – what you need to bring to this role   |  |
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| <b>1 Role specific requirements</b>  | <ul style="list-style-type: none"> <li>• Ability to manage community services of a sensitive, and/or complex nature and manage resources to achieve outcomes.</li> <li>• Significant prior military service is required to relate, communicate and build the necessary rapport with veterans.</li> </ul>   |
| <b>2 Lead collectively</b><br>Seek and build key relationships, work together and focus on the greater good.   | <ul style="list-style-type: none"> <li>• Knows how their work and the work of others align to broader agency goals.</li> <li>• Manages their work priorities and those of others and outcomes.</li> <li>• Addresses team issues.</li> <li>• Monitors progression to ensure deliverables are met.</li> <li>• Builds and supports effective work relationships.</li> </ul> |
| <b>3 Think through complexity</b><br>Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks. | <ul style="list-style-type: none"> <li>• Applies critical thinking techniques to develop a range of options.</li> <li>• Uses their knowledge and skills and those of others to refine options.</li> <li>• Is solutions focused.</li> <li>• Understands the need for compliance to minimise risk.</li> </ul>  |
| <b>4 Dynamically sense the environment</b>   | <ul style="list-style-type: none"> <li>• Remains aware of evolving team needs.</li> </ul>  |

| <b>Essential selection criteria – what you need to bring to this role</b>   |  |
|---|--|
| <p>Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.</p>   | <ul style="list-style-type: none"> <li>• Seeks input of others before acting.</li> <li>• Adapts style depending on situation.</li> </ul>   |
| <p><b>5 Deliver on high leverage areas</b><br/>Identify priorities, pursue objectives with tenacity and be resilient in the face of challenges.</p>   | <ul style="list-style-type: none"> <li>• Understands and can communicate the essential priorities.</li> <li>• Is able to identify and understand work area priorities and adjust as required.</li> <li>• Is able to monitor, adapt and ensure work priorities are incorporated into work activities.</li> <li>• Explores and seeks opportunities for innovation.</li> <li>• Scans the environment for possible obstacles and intervenes early to navigate setbacks.</li> </ul> |
| <p><b>6 Build capability</b><br/>Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.</p>  | <ul style="list-style-type: none"> <li>• Accepts they contribute to the development of others in a team or work group.</li> <li>• Leads by example and supports others with growth and development.</li> <li>• Embraces and encourages diversity within the workplace.</li> <li>• Responsible for fostering a positive sector culture.</li> </ul>  |
| <p><b>7 Embody the spirit of public service</b><br/>Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.</p> | <ul style="list-style-type: none"> <li>• Shows workplace actions embody the spirit of public services.</li> <li>• Demonstrates empathy, compassion, integrity, and humility.</li> <li>• Supports others to excel.</li> <li>• Assumes responsibility for supporting others to embrace the spirit of public service.</li> </ul>  |
| <p><b>8 Lead adaptively</b><br/>Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.</p>  | <ul style="list-style-type: none"> <li>• Continuously seeks opportunities to develop own knowledge, skills and expertise.</li> <li>• Recognises their impact on others and acts to model appropriate and suitable behaviours.</li> <li>• Seeks feedback from others to enhance personal effectiveness.</li> <li>• Embraces, leads and supports others through change.</li> <li>• Sources and seeks feedback from others to enhance leadership.</li> </ul>                      |
| <b>Desirable selection criteria</b>   |  |
| <i>Not considered essential to perform the role but may contribute to the ability to undertake the role.</i>  |  |
| <p><b>9 Qualifications, knowledge and/or experience</b></p>   | <ul style="list-style-type: none"> <li>• Nil</li> </ul>  |

### **Special requirements, licenses, accreditations, and conditions**

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- Nil.

### **HR Certification**

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