



Job Description Form

Department of Justice

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

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| Position title Senior Officer | Position number Generic | |
| Award/Agreement Prison Officers' Industrial Agreement | Special conditions N/A | Classification level Senior Prison Officer |
| 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 – Senior Officer**
Direct reports: Various

Overview of the position

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

The Senior Officer is responsible for:

- Leading teams in the safe, secure and efficient operation of the prison and custody of offenders, duty of care (to prisoners and staff), reparation to the community and reduction in re-offending
- Managing staff and resources to achieve identified outcomes; demonstrates and models expertise in the skills of the Prison Officer role
- For the ongoing development and monitoring of staff performance
- Modelling and ensuring the implementation of Department of Justices' policy as it relates to prisoners in custody.

Senior Officers are part of the leadership team, act as role models, lead and facilitate strategies to motivate both staff and prisoners and encourage prisoners to amend their behaviours in line with community expectations.

Senior Officers may be required to act in senior positions, manage projects and contribute to strategic planning when required.

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

Leadership

- Provides leadership and support to achieve the outcomes of the teams under control.
- Manages emergency situations.

Offender Management

- Ensures custody of prisoners is maintained.
- Ensures accurate assessment of needs and evaluates effectiveness of services and programs.
- Oversees the day-to-day management of prisoners, including contact with visitors and community groups.
- Ensures and responds to the needs and concerns of prisoners including their health, safety, welfare and security.
- Ensures and responds to the behaviour of prisoners and treats prisoners in a manner suited to their culture.
- Uses appropriate strategies to respond to, contain incidents and deal with emergency situations.
- Manages violent prisoners and implements emergency management techniques when necessary.
- Identifies and manages at-risk prisoners.
- Ensures searches of individuals, environment and property are maintained.

Workplace Relationships

- Ensures effective communication within and outside the team through appropriate communication strategies and systems and in liaison with internal/external parties, including prisoners, visitors and community groups.
- Represents and promotes the organisation and influences, liaises and negotiates with individuals and groups to achieve outcomes.
- Participates constructively and positively within multi-disciplinary workplace teams which include community, volunteers and other service providers to achieve tasks.
- Develops and maintains a cooperative work group through the provision of leadership, direction and guidance.

People Management

- Monitors the performance of Prison Officers in the daily performance of their duties.
- Provides direction and motivation to the team and manages conflict as it arises.
- Fosters mutual trust and respect and ensures a balanced workforce composition to reflect diversity and facilitate responsive service delivery.
- Plans and schedules daily work activities ensuring compliance with standards in order to maintain the good order and appearance of the prison.
- Responsible for goal setting, delegation of duties, staff development, welfare and the induction of new staff.
- Acts as a positive role model to prison staff.
- Implements, coordinates and monitors the Performance, Planning and Development (PPD) for subordinate staff and reports on the assessment tools and individual development plans.

Continuous Improvement

- Contributes to and supports the prison's performance, as well as changes to the operation of the prison and the Department.

- Develops and implements strategies to build a positive and innovative workplace culture including, but not restricted to, adherence to the Department's Bullying in the Workplace Policy and Procedures.
- Identifies and acts upon opportunities to increase workplace efficiency and effectiveness.
- Actively seeks opportunities to develop own skills and knowledge.
- Contributes to the development of operational policy and addresses gaps in implementation.

Planning

- Contributes to business and operational plans for the team including collating statistics to inform the planning process.
- Implements operational plans by planning and allocating workloads and resources.
- Undertakes risk management, by identifying and planning for the resolution of issues and problems with risk allocation and use to protect the Department.

Resource Management

- Manages resources, including assets, facilities, procurement, technology and systems for teams under control.

Information and Knowledge Management

- Monitors and shares information and knowledge ensuring security and confidentiality.
- Works within and ensures compliance with relevant legislation, and Departmental policies and procedures.
- Establishes, maintains and evaluates the framework and related policies, procedures and programs for the occupational safety and health system in the prison.
- Develops/maintains own knowledge of the Department, prison and the local environment.

Working with Aboriginal and Culturally Diverse Prisoners

- Demonstrates a broad understanding of the health, social and cultural issues surrounding aboriginal imprisonment and those from a culturally diverse background.
- Works and communicates effectively with Aboriginal people, communities and organisations on traditional and contemporary cultural and social issues.

Working with Women in Custody (when posted to a prison/facility in which women are detained)

- Facilitates the effective management of women in custody within a case management and dynamic security model.
- Encourages and supports women in custody in developing skills to re-enter the community participation in formal and informal programs related to personal development, care and well-being, parenting and family responsibilities and community involvement and reparation. Includes facilitating contact with children, family, visitors, community groups, service providers and volunteers.
- Shows commitment to the implementation of policies and procedures specific to working with women in custody.

Ethical Behaviour

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

Equity, Diversity and Occupational Safety and Health

- Applies and promotes the principles of equity, diversity, occupational safety and health in the workplace and behaves and manages staff in accordance with relevant standards, values and policies.
- Understands that people with diverse lived experiences offer unique perspectives and valuable insights, which can significantly enhance the inclusivity of our environment. Some diverse groups include, but are not limited to:
 - Gender and Sexual Identity Groups
 - Racial and Ethnic minorities, including religious and cultural diversity.
 - Age
 - Veterans
 - People with Disabilities
 - Neurodiversity

Other

- Other duties as directed.

| Job related requirements (selection criteria) | Context within which the requirements will be applied and/or general standard expected |
|--|---|
| 1. Qualifications | Certificate III in Correctional Practice. |
| 2. Staff management, team building and maintaining relationships | <p>Leading staff including monitoring performance, providing effective feedback both formally and informally, staff development, delegation of activities and team building.</p> <p>Establishing and maintaining effective workplace relationships and networks to achieve positive results.</p> <p>Acting as the key link between the senior leadership team, staff and prisoners.</p> <p>Effectively addressing workplace bullying and having a comprehensive understanding of relevant Equal Employment Opportunity and Occupational Health and Safety policies, procedures and practices.</p> |
| 3. Resource management | Managing resources to meet the operational needs of the prison, including effective planning of personal and the team's daily work activities, ensuring the resources needed are available. |
| 4. Communication and interpersonal skills | <p>Utilising effective written, oral and interpersonal communication skills.</p> <p>Explaining complicated or difficult information to others and putting forward the views of staff and prisoners to more senior staff using a range of communication methods and adjusting the communication style and method to suit the needs of the audience.</p> <p>Working and communicating effectively with people from diverse backgrounds and with different needs including First Nations people, communities and organisations on traditional and contemporary cultural and social issues.</p> |
| 5. Continuous improvement | <p>Identifying, supporting and implementing change in the workplace to improve individual, Prison and the Department's operations.</p> <p>Putting forward ideas or making changes to do things more effectively and/or efficiently.</p> |
| 6. Knowledge | <p>Possessing knowledge of the health, social and cultural issues, and current policies and procedures, surrounding the management of women, First Nations people and culturally diverse people in a custodial environment.</p> <p>Possessing a sound knowledge of legislative and other requirements within the criminal justice system.</p> |
| 7. Ethical Behaviour | Demonstrating and managing ethical behaviour in accordance with relevant standards, values and policies. |

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 ongoing 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*).
- Successfully complete the Special Operations Group Specialist Course (*if applicable*).
- Applicants must have a current Working with Children Check to be eligible for appointment to this position (*if applicable*).
- Possess a current valid 'C' class motor vehicle driving licence.
- Possess a current valid Provide First Aid (HLTAID003) accreditation (or equivalent e.g. Senior First Aid) received from an accredited training provider with a minimum of 12 months validity remaining.

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: Jim August

Title: Deputy Commissioner

Signature:

Date: 3/02/2026

HR Certification Job description effective date:

26/02/2026

Position Overview Addendum

Senior Officer (General)

The Senior Officer (General) manages the prison to ensure security and good order is maintained in line with its business plan, resource management budget and statutory requirements. They manage the prison to ensure the care, well-being and developmental needs of prisoners are met. Develop effective community and industry programs aimed at providing reparation to the community and manage the delivery and encouraging prisoner participation in programs aimed at preventing re-offending.

Senior Officer Specialist Training – SOG

The Senior Officer Training delivers, evaluates and validates training within the SOG and state-wide specialised training for Corrective Services. Working in partnership with local management, the position advises on and promotes training and assessment within a customised delivery schedule. The position coordinates the induction of all new SOG staff by providing advice, mentoring, on the job training/experience and ensuring essential competency standards are met whilst maintaining up to date training records.

Senior Prison Officer SOG

The Senior Prison Officer (SOG) leads teams in the safe, secure and efficient operation of the SOG, custody of offenders and duty of care to prisoners and staff. The position manages staff and resources to achieve identified outcomes; demonstrates and models expertise in the skills of the Prison Officer role; is self-developing; and takes on responsibility for the ongoing development and monitoring of staff performance. The position is responsible for the planning, coordination and supervision of SOG operations and is required to act in a command role during responses to all prison's critical incidents.

Senior Officer Weapons and Tactics

The Senior Officer Weapons and Tactics delivers, evaluates and validates training within the SOG and state-wide specialised training for Corrective Services. Working in partnership with local management, the position advises on and promotes training and assessment within a customised delivery schedule. The position coordinates the induction of all new SOG staff by providing advice, mentoring, on the job training/experience and ensuring essential competency standards are met whilst maintaining up to date training records. The Senior Officer Weapons & Tactics assists with the upkeep of firearms and munitions, the development of tactics for incidents requiring the use of firearms and the planning, preparation and conduct of operations and training in line with those tactics.

Senior Officer (Training)

The Senior Officer (Training) delivers, evaluates and validates training within the working environment. Working in partnership with local management, the position advises on and promotes training and assessment within a customised delivery schedule. The position coordinates the induction of all new custodial, public servant and contracted staff by providing advice, mentoring, on the job training/experience and ensuring essential competency standards are met whilst maintaining up to date training records. The position plays an active role in the conduct, evaluation and review of emergency response drills and exercises for the business area. The position ensures quality and compliance of service delivery, by providing advice and assistance in the area of training packages and competency-based training and assessment to local management.

Senior Officer (Security)

The Senior Officer (Security) is responsible for assisting with the secure management of prisons. The Senior Officer Security will assist the Manager Security to ensure the security and good order of the prison is maintained in line with the prison business plans as well as ensures the care, wellbeing and development needs of prisoners are met. They shall assist to direct, control and administer activities relating to security including intelligence, investigations, staff standards and emergency management. The positions will have the responsibility for auditing function within the security portfolio, develop and

maintain an annual audit plan for the security section, and carry out such audits as required by the Superintendent.

Senior Officer (Reception)

The Senior Officer (Reception) is responsible for the daily operations of Reception including the management of the process for the movement of prisoners in and out of the prison, the orientation process and the placement in prison of all prisoners. The Senior Officer Reception will ensure a clean and safe working environment that provides for prisoner needs.

Senior Officer (Video Link)

The Senior Officer Video Link is responsible for the operation of the Video Link at Hakea Prison. The Senior Officer Video Link ensures that all necessary documentation and equipment is correct and in working order prior to the link to the court commencing. The Senior Officer Video Link will also be required to supervise and provide productive work for people in custody employed in Video Link area.

Senior Officer (Prison Movements)

Senior Officer Prisoner Movements is responsible for the management and control of Reception area, including supervision of reception staff in accordance with relevant policy and legislation. The Senior Officer Prison Movements is accountable for the location of people in custody under direct control until handed over to a relieving officer.

Senior Officer (Work Camp)

The Senior Work Camp Officer is responsible for the day to day running of the Prison Work Camp and ensures the custody and security of offenders, reparation to the community and reduction in re-offending. On behalf of the Superintendent, the Senior Work Camp Officer undertakes all administrative duties required for the operation of the work camp and manages all available resources to achieve identified outcomes. This includes prisoner assessment for work camp suitability in conjunction with Superintendent. The Senior Work Camp Officer is part of the Prison management team and represents and promotes the work camp concept and operations and liaises and negotiates with internal and external parties including community organisations and visitors to achieve outcomes.