



Job Description Form

Unit Manager – Youth Custodial

Youth Detention Centre/s

Position details

Classification Level: UNMR

Award/Agreement: Juvenile Custodial Officers' Award / Department of Justice (Youth Custodial Officers) CSA Agreement 2021 (and subsequent agreements)

Position Status: Permanent

Organisation Unit: Corrective Services, Young People

Physical Location: Canning Vale (and Perth metro)

Reporting relationships

Responsible to: Senior Officer – SOYC

This position: Unit Manager (Generic) – UNMR

Direct reports: Youth Custodial Officer – YCOF (Various)

Overview of the position

Amongst its other custodial responsibilities, the Corrective Services Division is responsible for the safety, security and rehabilitation of young people both in the community and custody.

Youth Detention Centres are directly responsible for ensuring the safety and security of young people in custody. This includes diffusing and managing challenging and sometimes violent situations, and at times will include “utilising force and/or self-defence techniques” in accordance with the *Young Offenders Act 1994*.

Unit Managers work with complex young people, where neurodevelopmental deficits, mental health issues, and complex trauma are prevalent. In order to effectively support the needs of these young people and achieve positive outcomes, Unit Managers require specialist skills and training. The Department will provide a diverse range of training to ensure that the Unit Managers have the required skill and knowledge, including working with young people with disabilities, behaviour modification principals, positive behaviour support, basic counselling skills and modalities, restorative justice practices, cultural competency training, trauma informed practice, suicide prevention and intervention, and understanding rehabilitation and how this can be supported in a custodial environment.

The desire to positively work with young people in challenging situations is critical.

Unit Managers:

- Lead the management of the unit and unit-based activities
- Are responsible for the contemporary management of, and positive engagement with, young people in the justice system.
- Embrace, contribute to and assist with, the implementation and operations of, service models as they evolve to meet the needs of young people in the justice system.
- Support the coordination, engagement and attendance of young people to the rehabilitative services available through the Department.
- Work collaboratively with services, ensuring young people are provided opportunities to address their offending behaviour, improve their education and work skills, maintain family links, and prepare for reintegration and release.
- Play a pivotal role in providing leadership and positively role model and exhibit behaviours that support high quality service provision, teamwork, equity, integrity and personal learning.

Job description

As part of the Youth Detention Centre team, we:

- maintain focus and alignment on the Department's goals concerning safety, security and rehabilitation.
- always consider the unique risks associated with the Department's activities when undertaking all duties.
- communicate effectively, demonstrate integrity and respect in all interactions.
- operate within the Department's policies and procedures and ensure effective transparency and accountability of all daily activities.
- operate within the Department's chain of command to coordinate activities required to meet the Department's strategic objectives.
- work collaboratively with staff across the Department to achieve common goals and best practice and facilitate business improvement.
- drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission and priorities; and
- seek to continuously improve the way we work with each other and young people to support quality outcomes.

Role specific responsibilities

As part of the Youth Detention Centre team, your specific responsibilities are to:

- Lead and guide Youth Custodial Officers for the operation of units at all Youth Detention Centres. In so doing you will provide coaching, mentoring and staff development of the Youth Custodial Officers.
- Contribute to, promote and assist with the implementation of operational service models as they evolve to meet the needs of young people in the justice system.
- When required, direct the operations of the work unit and ensure compliance with legislation, departmental policies and practices and management instructions within the unit.
- Ensure services and support uphold young peoples' rights and focus on meeting their physical, mental, emotional and spiritual needs.

- Ensure that work supports the principles that young people have strengths that can be built on; are still maturing and cannot be treated as adults; need to be aware their decisions have consequences; need help to build on positive links with family and community; are placed in custody as a last resort; may need a range of supports to find a pathway out of offending; and have service needs that must be continually monitored and improved.
- Lead the positive engagement of young people from culturally diverse backgrounds, including Aboriginal young people.
- Listen to young people and your colleagues and treat all young people and your colleagues with trust and respect.
- Ensure that work is undertaken in a manner that ensures your own safety and that of your colleagues and young people in your care.
- Be accountable for your actions and hold each other to the standards that are expected.
- Participate in a roster rotation that reflects the structured day and exposes you to all facets of Youth Detention Centre/s operations.
- Contribute towards implementing and upholding an organisational culture aligned to the *National Principles for Child Safe Organisations*.
- Be designated as a ‘custodial officer’ for the purposes of the *Young Offenders Act 1994* and the *Young Offenders Regulations 1995*.
- 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 this position, you must be able to demonstrate the following skills, knowledge and experience.

1. An ability to contribute to the development and implementation of operational service models that promote the wellbeing of young people in custody.
2. An ability to lead others in the care, nurturing and support of young people and the provision of a structured day which provides rehabilitative services.
3. An ability to guide, coach, mentor and supervise staff within a team.
4. An ability to build and sustain positive relationships with young people (particularly from an Aboriginal background), their families, your colleagues and service providers to achieve better outcomes for young people.
5. An ability to communicate clearly (verbally and in writing) in a culturally appropriate manner to provide clear, impartial and positive guidance and to successfully listen, understand and engage with young people with complex needs.
6. The resilience to adapt to difficult or challenging experiences.

Special requirements/equipment

You will be required to successfully complete any learning and assessment requirements applicable to the role through the Department’s Training Academy and Youth Detention Centres. Recognition of prior learning and/or experience may be considered.

Prior to appointment a successful applicant must:

- Receive clearance through a National Criminal History check and the Department’s integrity assessment; and

- Possess a current clearance under the *Working with Children (Criminal Record Checking) Act 2004*.

Currently employed Youth Custodial Officers may be exempt from being reassessed for some or all of the pre-appointment requirements.

You will be provided with specialist skills to undertake this role and will be continuously engaged in ongoing training, mentoring, coaching and on-the-job training.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Director General

Signature: _____ Date: _____

HR certification date: March 2026