



Job Description Form

Department of Justice purpose

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

Position title		Position number
Laundry Instructor		Generic
Award/Agreement	Special conditions	Classification level
Prison Officers' Industrial Agreement	N/A	VSO3
Division	Directorate	Branch
Corrective Services	Various	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 – VSO3 – Laundry Instructor
Direct reports:	Generic – VSO2 – Laundry Officer – various

Overview of the position

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

The Laundry Instructor operates commercial laundry services to support prison operations. The position provides on the job instruction, accredited training and supervision to prisoners who work in this area. The position holds a supervisory role over other staff in this area.

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

Laundry operations

- Supervise the day to day operations of the commercial laundry including preparing, planning and scheduling daily work activities for prisoners and staff.
- Prepare management reports and correspondence related to operations (including targets, production reports incident reporting and WHS etc), using various computer applications such as spreadsheets, templates, emails and in-house systems.
- Responsible for the supervision and reporting of funds allocated to the workshop, including tracking expenditure and issuing invoices for services or products provided, as required.
- Liaise with and coordinate the use of contractors and suppliers for the purposes of maintaining equipment and/or consumable products. Responsible for escorting contractors and suppliers for the workshop.
- Assist with the preparation and/or evaluation of submissions to tender for secure contracts for internal and external customers, in conjunction with prison management, when required.
- Liaise with external agencies and clients as required.

Production

- Supervise the production and continued supply of clean linen to a commercial standard and quality, for internal and external facilities, undertaking forensic laundry operations as required.
- Maintain sufficient stock levels of consumables and the maintenance of equipment, ensuring safe storage at all times.
- Supervise the contract provisions in accordance with internal and external orders or requests, ensuring goods and services are distributed and provided to agreed deadlines and targets.
- Ensure quality control procedures are maintained at all times.

Information and knowledge management

- Uphold confidentiality and security in relation to Departmental records.
- Coordinate and maintain appropriate systems and records to track production or service delivery.
- Prepare correspondence and various reports for the industry or service area.
- Manage and update prisoner records for activity or work programs and reports on incidents.
- Disseminate relevant information and knowledge to the industry or service area.

Instruction and training

- Undertake prisoner induction training on principles, practices, procedures and use of equipment within the industry or service area and registers on the Prisoner Safety Induction and Training form (COO2).
- Undertake appropriate on the job instruction and training of prisoners with different skill and knowledge levels that work within the industry or service area.
- Provide instruction and accredited training to prisoners participating in and achieving qualifications, ensuring consistent approved assessment requirements are met, in the relevant industry or service area.

Managing prisoners

- Responsible for the overall supervision, coordination, instruction and control of prisoners in all activities or duties they undertake within the industry or service area on a day to day basis.
- Undertake the management of prisoners in a just and humane manner in keeping with prevailing community standards, having due regard to, harassment and discrimination against prisoners.
- Ensure the custody of prisoners is in accordance with the requirements for the good order of the prison.
- Report any unusual occurrence and matters concerning security to the Disciplinary Officer.

Policy and procedures

- Comply and work within approved and established WHS Regulations and procedures.
- Comply and work within approved and established security and emergency procedures.
- Implement and follow Standing Orders, workplace policies and procedures within the Prison to achieve tasks.

- Identify and reports gaps in implementation of policy and procedures at operational level.

Resource management

- Responsible for the overall maintenance and coordination of resources such as property, stock and equipment relative to the industry or service area.
- Ensure physical resources are managed efficiently, stored appropriately and in good working order.
- Manage available resources effectively and positively to achieve outcomes.

Supervision

- Management and supervision of officers and instructors including work planning, prioritisation and delegation on a day to day basis within the industry or service area.
- Provide effective team leadership including support, mentoring and development.
- Implement, coordinate and monitor the performance of subordinate staff using Departmental assessments tools.

Other duties

- Other duties, as required, within the limits of the occupants' skill base, competency and training.

Job related requirements (selection criteria)	Context within which the requirements will be applied and/or general standard expected
1. Qualification requirements	A minimum qualification is required, please refer to the advertisement. <i>Note: Nationally recognised Australian qualifications or overseas qualifications that have been verified in Australia for equivalency will be accepted. Industry/trade and overseas qualifications with a full Academic Transcript or Record of Achievement or Record of Results may be considered. All documents must be formally translated into English (if applicable).</i>
2. Laundry operations	Demonstrated experience of working in a commercial laundry operation including, but not limited to, production and delivery schedules, managing funds and quality control. Experience in complying with WHS Regulations for the purposes of handling chemicals and forensic cleaning.
3. Computer skills	A comprehensive understanding of computer applications such as spreadsheets, databases, document writing and emails. The ability to learn in-house computer systems.
4. Information and knowledge management	Demonstrated experience in the management of information and knowledge from multiple sources. The ability to gather and share information and knowledge within a confidential environment.
5. Instruction and training	Demonstrated ability to effectively mentor, deliver on the job instruction and accredited training to prisoners while supervising prisoners and other staff who work in the area.
6. Interpersonal skills	The ability to communicate clearly and effectively with internal and external stakeholders utilising written and oral skills. The ability to question, listen, understand, and discuss calmly while adapting to audiences particularly those relevant to minority groups, non-English speaking backgrounds and indigenous people. The ability to negotiate confidently and discuss issues thoughtfully. Develop, maintain and participate in work groups to achieve positive outcomes. Working professionally with others in a team environment.
7. Organisation and resource management	Demonstrated experience in interpreting information and evaluating opportunities for the efficient, timely and effective management of resources such as human, financial, physical and production to achieve outcomes. The ability to think strategically, multitask and manage projects with available resources including costings and estimations to achieve positive results. Shows judgement, intelligence and common sense while recognising and acting in a timely manner when problems

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	arise; actively reporting issues to management where required. Able to identify risks, develop meaningful solutions and manage complex issues.
8. Supervisory skills	The ability to supervise a team including planning, prioritisation and delegation of workloads to ensure timeframes are met. Leads by example, models integrity and establishes effective workplace relationships and networks. Provides guidance, mentoring and development of team members. The ability to carry out reviews in line with the Departments' performance appraisal strategy.

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 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*).
- Possess a current valid manual class "C" motor vehicle driving licence.
- Possess a current valid Provide First Aid (HLTAID003) accreditation (or equivalent eg Senior First Aid) received from an accredited training provider with a minimum of 12 months validity remaining.
- Possess a current valid Construction Induction Training accreditation (White Card) (*if applicable*).

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: Mike Reynolds Title: Commissioner

Signature: 2019 VSO Generic JDF Review Project Date: 18 / 02 / 2022

HR Certification Job description form effective date: 01 / 09 / 2022