



Job Description Form

Department of Corrective Services Purpose

To provide a safe, secure and decent corrective services which contribute to community safety and reduced offenders' involvement in the justice system.

Position Title Operational Support Coordinator		Special Conditions
Effective Date December 2011	Position Number 007466	Level 3
Division Offender Management & Professional Development	Directorate Offender Services	Branch Offender Services Operations

Divisional Outcomes

The *Offender Management and Professional Development Division* provides rehabilitative services incorporating education, program delivery, health services, professional development, recruitment, training, performance management, sentence management and the provision of support and counselling for Aboriginal and Torres Strait Islanders.

Directorate Outputs

Offender Services leads the coordinated research, development and delivery of offender programs, education and services that seek the ability for clients to adapt, cope and exhibit pro-social behaviour within a custodial environment and in the community.

Branch Outputs

- Operational support and advice to the Offender Services Directorate
- Business support and advice for the Offender Services Directorate
- Development and management of non government human services contracts
- Development and management of contracts for family and domestic violence services

Role of the Position

Coordinates Operational Support team delivery of services to Offender Services Branch personnel based at Casuarina Prison including treatment program staff, prison counselling staff and prison support officers in the activity areas of data entry and management; program planning, scheduling, demand analysis and attendance; program completion; records management; and other general administrative and clerical assistance. Manages Operational Support teamwork performance at Casuarina Prison and ensures results achieved meet priorities, targets and standards. Provides support to Manager Offender Services Casuarina, Offender Services Clinical Supervisors based at Casuarina by completing delegated projects and tasks. Liaises with other Operational Support team members at alternate sites to facilitate the efficient and effective delivery of Offender Services Branch services to Casuarina Prison.

Position Title Operational Support Coordinator		Special Conditions
Effective Date December 2011	Position Number 007466	Level 3
Division Offender Management & Professional Development	Directorate Offender Services	Branch Offender Services Operations

Responsibilities of this Position

COORDINATION

1. Coordinates Operational Support team delivery of services to Offender Services Branch personnel based at Casuarina Prison including treatment program staff, prison counselling staff and prison support officers in the activity areas of data entry and management; program planning, scheduling, demand analysis and attendance; program completion; records management; and other general administrative and clerical assistance.
2. Ensures operational support activities assist the Manager Offender Services Casuarina Prison, Clinical Supervisors based at Casuarina Prison and other Offender Services Branch staff based at Casuarina Prison to meet the priorities of the Branch.

MANAGEMENT/SERVICE DELIVERY

3. Identifies trends in Offender Services service delivery demands to facilitate effective scheduling and resource allocation requirements at Casuarina Prison.
4. Ensures operational priorities for scheduling at Casuarina Prison reflect Assessment Integrated Prison Regime demand.
5. Manages Operational Support team work performance and ensures results achieved meet priorities, targets and standards at Casuarina Prison.
6. Assists with the management of the integrity of Offender Services Branch service delivery at Casuarina Prison.
7. Liaises with other Offender Services Branch staff to assist with the management of contracts with respect to documentation requirements (including report writing and program service delivery) with respect to Offender Services Branch staff delivering services at Casuarina Prison.
8. Identifies and communicates operation support system improvement to optimise information entry and retrieval.
9. Implements other improved support practices to enable efficient operations.
10. Provides input to the budgetary process of Offender Services Branch service delivery costs and financial projections at Casuarina Prison.

STAKEHOLDER RELATIONSHIPS

11. Consults with key contacts related to Casuarina-site based Offender Services Branch service delivery including Superintendents, Assistant Superintendents, prison management and administrative staff, Manager Offender Services at Casuarina Prison and other sites, prison counselling staff, prison support officers, treatment program staff, Operational Support Coordinators from other sites and other individuals as needed to provide or access information to assist with service delivery at Casuarina Prison,
12. Provides advice to the Manager Offender Services Casuarina Prison on demand levels and service delivery related issues for Offender Services Branch activities at Casuarina Prison

MANAGERIAL SUPPORT

13. Completes specific projects as directed by the Manager Offender Services Casuarina Prison.

Communicates critical issues to the Manager Offender Services Casuarina Prison and the Prison Management team that impact on day-to-day service delivery in a responsive manner.

Position Title Operational Support Coordinator		Special Conditions
Effective Date December 2011	Position Number 007466	Level 3
Division Offender Management & Professional Development	Directorate Offender Services	Branch Offender Services Operations

Work related requirements (Selection Criteria)

ESSENTIAL **SKILLS**

1. Highly developed written, oral and interpersonal communication skills. In particular,
 - Highly effective interpersonal skills
 - Demonstrated written expression and report writing skills, including the demonstrated ability to minute meetings;
 - The ability to foster and maintain positive working relationships,
 - The ability to communicate effectively with a diverse range of people; and
 - The ability to identify, manage and resolve conflict.
2. The ability to prioritise, organise and complete work within set timeframes and budget allocations with limited supervision.
3. Well developed problem solving skills.
4. The ability to research issues, and to plan and meet required outcomes.
5. Demonstrated ability to apply a high level of integrity and discretion when handling confidential information.
6. Demonstrated ability to use computers effectively in an administrative setting, including knowledge of computer applications such as email, electronic diary, word processing, spreadsheets, etc.

KNOWLEDGE

7. Knowledge and understanding of the criminal justice system relating to custodial sentencing, management and release.
8. Understanding of and commitment to the principles of EEO, OH&S and Quality Improvement policies and processes

EXPERIENCE

9. Demonstrated experience in working successfully within a multi-disciplinary team

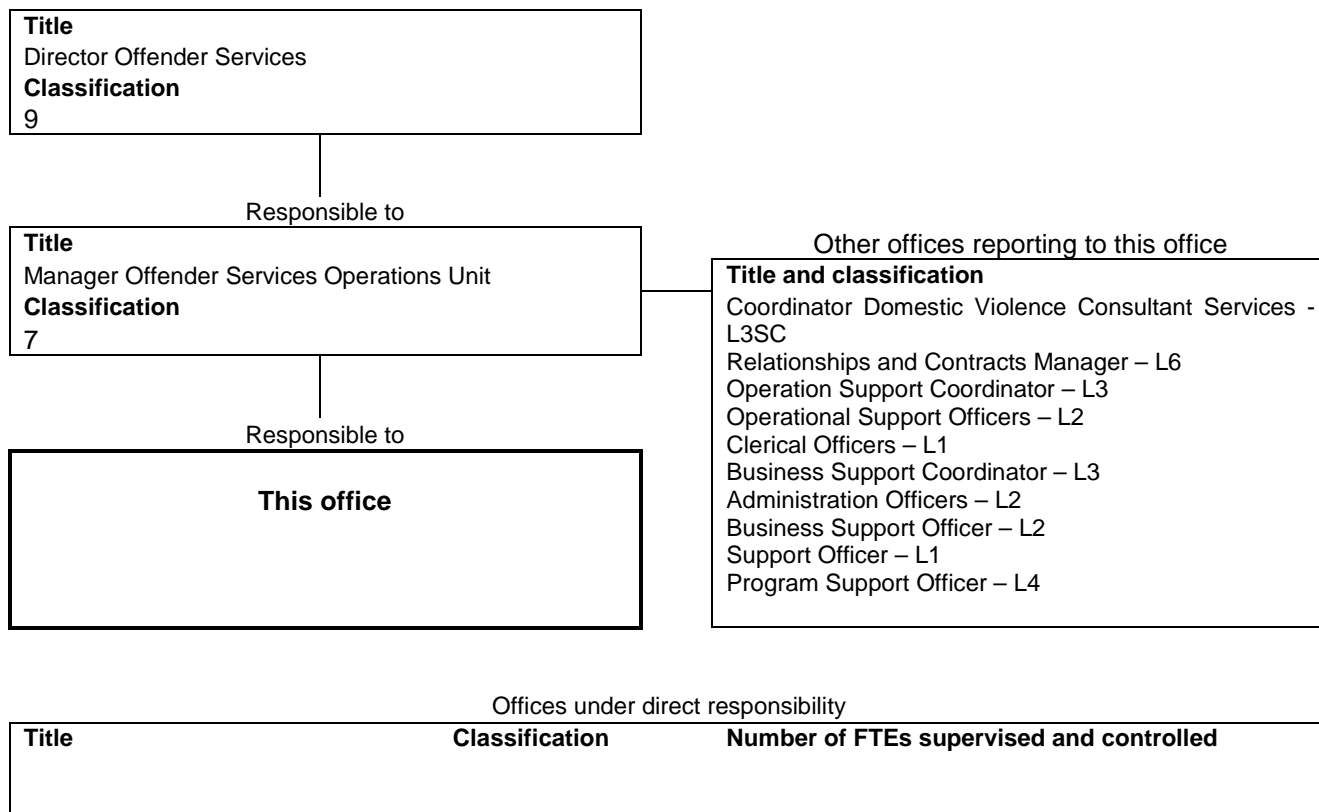
DESIRABLE

10. Demonstrated ability to use the Total Offender Management System (TOMS) and Pathlore Registrar software systems.
11. Previous experience in a custodial setting, ideally from a counselling, programs or educational environment.

(NOTE: When applying for vacant positions, applicants are required to address the Work Related Requirements in the left-hand column only. The context and standards only provide general guidelines within which the Work Related Requirements will be applied).

Position Title Operational Support Coordinator		Special Conditions
Effective Date December 2011	Position Number 007466	Level 3
Division Offender Management & Professional Development	Directorate Offender Services	Branch Offender Services Operations

Reporting Relationships



Location and Accommodation

Location Moore Street, East Perth

Accommodation

Allowances / Special Conditions

The Contract of Employment specifies conditions relating to this position.

Certification

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

Delegated Authority Approval

Signature	
Date	/ /