



Government of Western Australia  
Department of Corrective Services

# 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.

<b>Position Title</b> <i>Prison Counselling Service Manager</i>		<b>Special Conditions</b> Specified Calling
<b>Effective Date</b> January 2015	<b>Position Number</b> 011775 & 011776	<b>Level</b> 4 SC
<b>Division</b> Adult Justice Services	<b>Directorate</b> Rehabilitation and Reintegration	<b>Branch</b> Assessment, Counselling and Support

### Divisional Outcomes

The Adult Justice Services Division is responsible for detention facilities, prisoner management programs that provide support and rehabilitation to adults who have offended, and the management of offenders in the community through probation and parole services. All these elements have a direct impact on the provision of corrective services provided by the Department; with the primary objective being to reduce offending, thereby protecting the community and guiding offenders towards a law abiding lifestyle. The role has primary accountability to fulfil obligations specified in corrective services legislation, and will consider staff welfare and community expectations, in particular victim concerns, in the achievement of key objectives.

### Directorate Outputs

*Rehabilitation and Reintegration* 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

- Rehabilitative program delivery
- Cognitive skills training
- Specialist support and advice

### Role of the Position

The Prison Counselling Service Manager is responsible for managing a team of Prison Counsellors who conduct crisis counselling and other clinical interventions designed to reduce the incidence of self-harm and suicide in prisons and assist offenders with adjustment to their incarceration.

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### Responsibilities of this Position

*The position will be required to travel to various prisons throughout the metropolitan area as required.*

#### LEADERSHIP AND COORDINATION

- Leads and manages a team of prison counsellors and the prison counselling service ensuring that it is clinically sound and sensitive to Aboriginal, victim, multicultural and gender specific needs.
- Manages prison counselling services business plan, including the implementation of key corporate agendas within the prison counselling environment.
- Leads and advocates the implementation of a business ethos, communicating effectively to ensure change is managed appropriately and implemented successfully.

#### RESOURCE MANAGEMENT

Ensures that resources are available and effectively deployed to meet the business requirements for the provision of prison counselling services, this includes;

- Controlling and managing the recurrent budget;
- Effectively managing employee performance and development needs;
- Facilitating the acquisition and ensuring effective deployment of resources to achieve prison counselling requirements; and
- Contributing towards departmental, divisional and directorate policy development and implementation.

#### PLANNING

Actively involved in the development of divisional and directorate strategic plans, key performance indicators and operational objectives.

#### POLICY AND PROCEDURES

- Ensures the effective implementation of policies, procedures and monitoring systems developed by the Offender Support Branch and the Clinical Governance Unit.
- Contributes to research of prison counselling best practice issues and trends with outcomes contributing to the development of operational policies/procedures for enhanced prison counselling practices.

#### STAKEHOLDER RELATIONSHIPS

- Develops relationships, liaises and communicates with stakeholders within and outside the Department.
- Undertakes consultation and liaison with stakeholders ensuring that prison counselling services are responsive and culturally sensitive to Aboriginal, victim, multicultural and gender specific needs.

#### SERVICE DELIVERY, EVALUATION AND REPORTING

- Supports the introduction of range of intervention options designed to reduce the risk of re-offending.
- Promotes services and systems aimed at minimising prisoner risk of suicide and self-harm.
- Evaluates strategies and interventions, and provides validated information to key decision makers at the various prisons sites.
- Monitors and reports on team performance against performance outcomes, targets and objectives.
- Liaises with Offender Services – Clinical Governance Unit regarding evaluation and quality assurance of prison counselling services, reporting on impact, benefits and aspects of prison counselling identified as requiring improvement and updating.
- Provides direct psychological services to complex clients, as required.
- Provides supervision to Departmental clinical staff, as required.

#### ETHICAL BEHAVIOUR

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

#### EQUITY DIVERSITY AND OCCUPATIONAL SAFETY AND HEALTH

- Applies, promotes and manages 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.

#### OTHER

Performs other duties as directed.

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<b>Work related requirements (Selection Criteria)</b>	<b>Context within which criteria will be applied and/or general standard expected</b>
<b><u>ESSENTIAL</u></b>	
<b>1. Leadership and Management Skills</b>	In a clinical environment manages human, financial and physical resources and information and knowledge effectively to achieve defined outcomes. Sets and meets work priorities and delegates appropriately across disciplines within the team to achieve outcomes within required timeframes. Ensures the professional development of team members to encourage them to reach their full potential.
<b>2. Experience in the Delivery of Clinical Intervention Services to Adult Offenders</b>	Applied psychological skills at a senior level providing consultation about, and interventions to offenders in custodial settings.  Possess an advanced knowledge of the assessment and management of suicide and self-harm risk in adult offenders in custody.
<b>3. Planning, Analytical and Conceptual Skills</b>	Displaying leadership in the development and achievement of business goals. Recognises opportunities to initiate process development and review. Successfully deals with high levels of complexity, ambiguity and conflicting priorities.
<b>4. Interpersonal and Advisory Skills</b>	Applying interpersonal skills with an emphasis on negotiation, consultation and conflict management. Includes participating in, leading and managing teams, modelling integrity, displaying a positive and pro-active approach, establishing and managing effective workplace relationships and networks and representing/promoting Offender Services in a professional manner.
<b>5. Communication Skills</b>	Applies written and oral communication. Includes the ability to communicate effectively with diverse audiences using a variety of strategies, preparing documents, reports, ministerial responses and briefing papers for senior management, and government; and conducting/ facilitating negotiations at a high level.
<b>6. The Ability to Manage Ethical Behaviour</b>	Demonstrates and manages ethical behaviour in accordance with relevant standards, values and policies.
<b>7. Qualifications</b>	Masters Degree in Clinical/Counselling/Forensic Psychology or Social Work with registration to the Psychologists Board of WA or accreditation/fellowship with the Australian Association of Social Workers (AASW). Possession of a current C class Motor Vehicle Driver's Licence.
<b><u>DESIRABLE</u></b>	
<b>8. Knowledge of Offender Services</b>	Understands the counselling and support needs of offenders including a sound knowledge of criminogenic risk factors; the criminal justice system; self harm/suicide risk issues; victims of crime issues; gender issues; provision of multicultural services with an emphasis on indigenous people.
(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).	

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### Reporting Relationships

**Title**

Assistant Commissioner Rehabilitation &amp; Reintegration

**Classification**

Class 1

**Title**

Director Assessment, Counselling &amp; Support

**Classification**

Level 8

Responsible to

**This office**
**Title and classification**

Forensic Psychological Service Manager L4 SC

Prison Support Manager L 7

Adult Community Psychological Service Manager L4 SC

AVS Manager L7

**Offices under direct responsibility**

<b>Title</b>	<b>Classification</b>	<b>Number of FTEs supervised and controlled</b>
Clinical Supervisor	L3 SC	3
Prison Counsellor	L2 SC	Various

### Location and Accommodation

**Location**

Based at Moore St, East Perth, with frequent travel to various prisons in the metropolitan area.

**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