



# Job Description Form

## Generic Community Work Officer

### Adult Community Corrections

#### Position details

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Classification Level:	2
Award/Agreement:	PSA 1992 / PSGOGA 2014
Position Status:	Permanent
Organisation Unit:	Corrective Services Division, Adult Justice Services Directorate, Adult Community Corrections
Physical Location:	Various (Metropolitan or Regional)

#### Reporting relationships

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Responsible to:	Team Leader - Level 6
<b>This position:</b>	<b>Generic Community Work Officer - Level 2</b>
Direct reports	Nil

#### Overview of the position

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Adult Community Corrections (ACC) plays a key role in the achievement of the Department's Strategic Platforms by providing essential services and legislative compliance. ACC ensures that adult offenders are provided with programs (certified by Offender Management Directorate) that improve life skills, address their offending behaviour, improve their educational and work skills, maintain family links and prepare for re-integration on their release. ACC ensures that each community corrections facility has the necessary resources, service specifications and legislative information to effectively manage daily operations. ACC will maintain a broad focus across the community corrections estate to ensure that service delivery is consistent, culturally competent and based on empirical evidence.

Under the direction of the Team Leader or Manager, the role of the Community Work Officer (CWO) is to work with designated offenders subject to community work obligations of Orders issued by the sentencing and releasing authorities. The CWO works with the aim of ensuring that the offenders satisfy the requirements of their community work obligations according to legislation and Departmental policy in a manner that promotes reparation to the community and where possible provides

an opportunity for the offenders to develop new skills that contribute to their rehabilitation.

## **Job description**

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As part of the ACC team, the successful applicant will be expected to:

- 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, model integrity and respect in all interactions
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within the Department's chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively with staff in other directorates and within the division to achieve common goals and best practice and facilitate business improvements as appropriate, demonstrated analytical problem solving skills, customer focus and alignment with Departmental strategic objectives
- 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**

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- Supervise offenders on community work projects in order to achieve compliance with community based order requirements. This responsibility may include transporting offenders to and from the work project and working alongside offenders to increase motivation.
- Participate constructively within a team to achieve the identified tasks whilst ensuring Safe Operating Procedures are implemented and monitored in accordance with Departmental OSH policies and procedures.
- Adhere to Adult Community Corrections policies and procedures, in particular those associated with the management of offenders undertaking community work activities.
- Ensure that these procedures are established, understood and maintained at all times. This includes working ethically, and within the Department's Code of Conduct.
- Manage and maintain to a high standard the operational resources used by offenders on community work projects in accordance with Departmental OSH policies and procedures (e.g. equipment, vehicles, safety gear).

- Liaise with project personnel in regard to community work tasks and ensure effective communication between relevant parties to achieve a positive outcome.
- Respond to enquiries from offenders and Departmental personnel regarding community work and liaise with representatives of those agencies in the community that have requested tasks to be performed.
- Record relevant information relating to offenders on community work projects and maintain a high level of confidentiality.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

## **Job related requirements**

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In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to understand the Department's values and objectives how they are relevant in assigned work, and to work under direct supervision to meet timelines and priorities.

### **Achieve results**

The ability to see tasks through to completion; rescheduling and reorganising work to reflect changes in priority. Applies own expertise to work tasks, learn new products and services and maintain accurate records and file

### **Builds productive relationships**

The capacity to responds under direction to changes in client needs and expectations, manage progress and keeps clients informed and provide prompt and courteous service, as well as the capacity to recognise the value of individual differences and work styles.

### **Exemplifies personal integrity and self-awareness**

A demonstrated commitment to adhere to the Code of Conduct, behave honestly and ethically. Applies self to meet objectives, stay calm and professional under pressure, and provide accurate information to others. Provides accurate information, checks and confirms accuracy prior to release. Acknowledges mistakes and learns from them, and seeks guidance and advice when required

### **Communicates and influences effectively**

The ability to explain information using language appropriate to the client while limiting the use of jargon, listen and ask questions to ensure understanding and to confirm that the message has been understood and to discuss issues calmly.

## **Role Specific Criteria**

All Community Work Officers must:

- Hold a valid manual driver's licence (Class C).
- Demonstrated experience in manual trades, light industry and/or arts and crafts.
- Attained or be able to attain prior to appointment a Senior First Aid Accreditation.
- Have successfully completed or be able to successfully complete (prior to appointment) Safety Awareness Training (White Card)

When working in a centre/branch that services regional areas (Kimberley, Pilbara, Midwest and Goldfields, although these requirements may be applicable to metropolitan based positions that service regional areas) every ACC Community Work Officer:

- Is required to be away from home for periods of time.
- Is required to drive vehicles (including 4WD) with manual transmissions.
- Is required to travel via airplane including light aircraft.

## **Special requirements/equipment**

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Nil

## **Certification**

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

### **Assistant Commissioner ACC**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR certification date: \_\_\_\_\_