



# **Application Information Booklet Community Corrections Officer Appointment Pool – Metro & Regional (Adult Community Corrections)**

**Level 4, \$79,452 - \$83,797 (PS CSA 2019)**

**As a measure to achieve equality, Section 51 of the Equal Opportunity Act 1984 applies to this position.** Aboriginal and Torres Strait Islander people are encouraged to apply.

# Community Corrections Officer (Adult Community Corrections)

## Positions available in various locations

### Information for Applicants

This booklet contains information about the Department of Justice, the duties of the Community Corrections Officer (Adult Community Corrections), how to apply and an overview of the recruitment and selection process.

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For further information about the role, please contact Joanne Crossley, A/Director, on (08) 9264 1646 for regional applicants or Tara Jones, A/Director, (08) 9264 6205 for metro applicants. You are also encouraged to attend an information session, dates/locations are contained within this booklet.

Should you have further questions regarding the recruitment and selection process, please contact the **Bulk Recruitment Team** at [recruitment@justice.wa.gov.au](mailto:recruitment@justice.wa.gov.au) anytime or **1800 974 199** during business hours.

#### **Aboriginal, Torres Strait Islander and applicants from culturally and linguistically diverse groups are strongly encouraged to apply**

The Department of Justice is committed to ensuring its workforce reflects the diversity of the community it serves by encouraging people from all parts of the community, including Aboriginal and Torres Strait Islander people, and people from diverse linguistic and cultural backgrounds to apply.

The **Aboriginal Workforce Development Team** may be contacted at [aboriginalworkforcedevelopment@justice.wa.gov.au](mailto:aboriginalworkforcedevelopment@justice.wa.gov.au) anytime or **9264 1777** during business hours.

## **About the Department of Justice**

The Department of Justice supports the community, Western Australian Government, judiciary and Parliament through the provision of access to high quality justice, legal and corrective services, information and products by managing adult and young offenders in custody and in the community.

The Department has a diverse range of services, which have the potential to affect all Western Australians. These include, court and tribunal services, corrections services, offender management and community safety and victim support.

The Department reports to the Minister for Corrective Services, the Hon Francis (Fran) Logan MLA, and is headed by Director General of the Department of Justice, Dr Adam Tomison and Commissioner, Mr Tony Hassall.

The key focus is to contribute to community safety by upholding the integrity of custodial and non-custodial sentences and by positively influencing offender behaviour to reduce re-offending and encourage law-abiding lifestyles.

The Department aims to provide an environment that encourages self-respect and respect for others, embraces diverse cultural backgrounds and provides best opportunities for positive change.

## **Adult Community Corrections**

The Department of Justice manages around 13,000 adult offenders at any one time. About 6000 of these offenders are completing their sentence in the community. These offenders are usually serving a community order, completing custodial sentences under community supervision (parole) or on bail awaiting sentencing.

These people are managed by the Department's Adult Community Corrections, which operates around 30 Community Corrections centres throughout the State. Adult Community Corrections contributes to community safety through effective and responsible offender management which focuses on reducing reoffending and holding them to account for their actions.

## **Community Orders**

Most people found guilty of a crime are given a community-based sentence rather than being sent to prison.

Being on a community order gives an offender the chance to stop their criminal behaviour and gain access to programs and interventions which will help with their education, employment and personal development.

The benefits of people serving their sentences in the community include:

- staying in the same job, which decreases the chance of re-offending
- staying in the same house
- reducing disruption to family life, including the lives of children
- reducing the negative influence of other offenders, which can happen in prison
- decreasing the cost to taxpayers - it costs much less per day to manage someone in the community than in prison.

Community Orders usually comprise a combination the following three parts:

- Supervision – the offender must meet regularly with their Community Corrections Officer (CCO), who will ensure the offender is avoiding criminal activity.
- Programs – the CCO will assess the need for, and arrange for the offender to complete programs to treat certain issues such as substance abuse, anger and violence, as well as programs which may improve the offender's employability.

Community work – offenders may be required to do community work to repay the community, or in lieu of paying a fine. Officers are responsible for arranging community work and encouraging offenders complete their community work requirements.

## **The Role**

Under the supervision of the Team Leader, a CCO operates as part of a branch case management team and is responsible for case management of offenders or defendants. Managing offenders focuses on providing guidance and encouragement to address and reduce their offending behaviour and to comply with requirements of their order and be accountable for their actions.

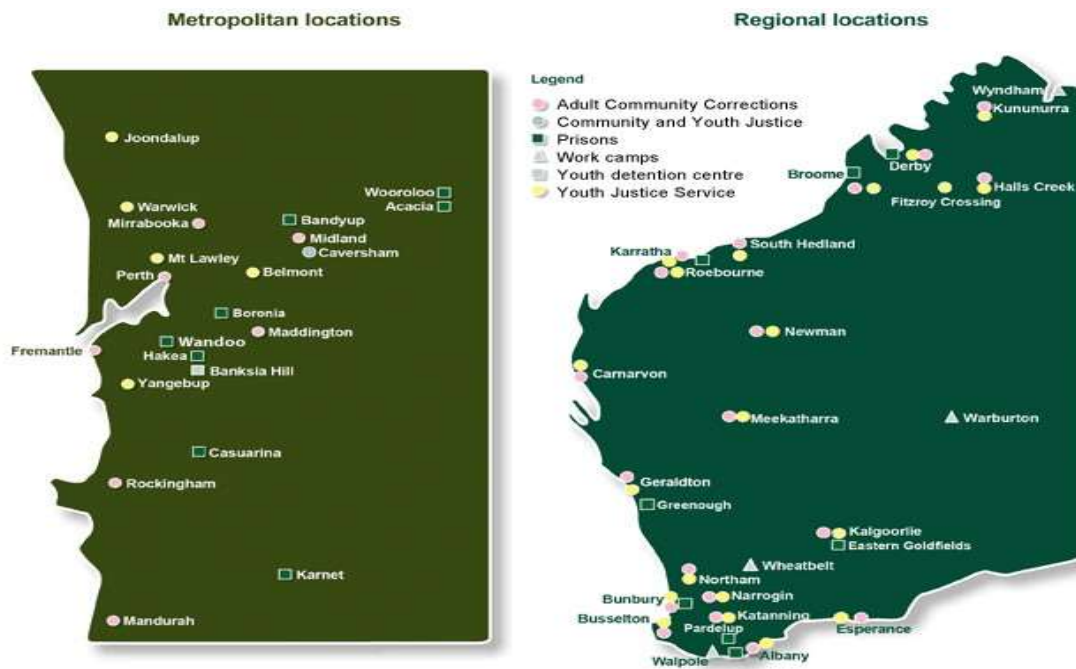
Working from community-based centres, prisons and the courts, a CCO uses appropriate counselling and intervention techniques to encourage offenders to be accountable for their actions. Meeting and working with adult offenders / defendants regularly to help them adopt law-abiding lifestyles. This role contributes to community safety, and involves undertaking risk assessments, developing intervention plans and working collaboratively with external services and treatment programs. A CCO is responsible for providing high level verbal and written advice and reports to Courts and releasing authorities, based on their assessment and analysis of the offender's behaviour.

Being a CCO is a challenging role. To bring about positive change while working with people in their own environment can be complex and confronting. Successful candidates will need to have a high level of resilience, the ability to engage with difficult or challenging people in a culturally appropriate manner and need to bring with them tenacity and life experience which will assist them in this role.

Vacancies exist throughout the state with attractive salaries and benefits that vary relating to regional areas. Adult Community Corrections have locations within the Kimberley, Pilbara, Mid-West (Gascoyne), Goldfields, Great Southern/Wheatbelt, and South West regions.

Suitable applicants will be placed in a pool from which permanent, fixed term, secondment, full-time and part-time appointments may be made when vacancies arise and in accordance with business requirements. The pool will operate for a twenty-four month period.

## The Locations



You will be required to select your location preference in your application. Depending on where the vacant positions are, you may be offered a position in a location which is outside your preference/s. As a flexible employer, you will have the opportunity to move between regional and metro areas to further develop your skills during the course of your employment.

### **Special Requirements**

When working in a regional area, there is a requirement for every CCO to be away from home for periods of time.

Travel will be required when working in regional and/or remote areas so there is a requirement for every CCO in a region to drive vehicles (including 4WD) with manual transmissions and as such, a car (C class) unrestricted manual driver's licence must be held. There is also a requirement to travel via airplane, including light aircraft.

Accepting a regional position means you agree to the above Special Requirements.

### **Benefits**

Working with the Department of Justice, you'll receive all the benefits attached to a government career:

- job security
- competitive wages
- flexible work arrangements
- generous leave provisions
- a supported work/life balance.

### Salary & Additional Benefits:

- Salary range is **\$79,452 – \$83,797 pa** (Level 4, PS CSA)
- Long Service Leave after 7 years' continuous service
- Salary Packaging – visit [www.smartsalary.com.au](http://www.smartsalary.com.au) for more details
- ATO zone rebate on tax.

If you are interested in working in a regional area you may be eligible for a number of additional benefits. These vary per location, but may include:

- Additional annual leave
- Annual leave travel concessions
- Subsidised rental
- Home ownership scheme
- Subsidised utilities.

When working for the Department of Justice, you will be in a continuous learning environment; facing new challenges and negotiating changing circumstances on a daily basis. You will have the opportunity for career and personal development, and most importantly, will work with a team that are making a positive difference to the lives of others.

### How to Apply

Your application is important as it will be used to determine your suitability to progress to the next stage of the assessment and selection process.

Your application will be initially reviewed and assessed against the eligibility requirements. To be eligible for employment as a CCO, you:

- Must be an Australian or New Zealand citizen, or have permanent residency status within Australia
- Must possess an unrestricted car (C class) driver's licence, in region areas this must be a car (C class) unrestricted **manual** driver's licence.

All applications are required to be submitted **online** at [www.jobs.wa.gov.au](http://www.jobs.wa.gov.au). We recommend you apply promptly and do not leave your application until the last minute.

**Please note: posted, emailed and late applications cannot be accepted.**

It is important that you review all of the information in the JDF and in this booklet. This information will assist you with the preparation of your application.

- Go to [www.jobs.wa.gov.au](http://www.jobs.wa.gov.au) and search by keyword 'Community Corrections Officer'
- Click on the 'apply for job' button at the top or bottom of the screen
- Complete the details regarding your personal and application information
- Respond to the four online application questions, allowing sufficient time and consideration to your responses
- Attach a current and comprehensive CV/resume that highlights your suitability for the position in the context of the work-related requirements (selection criteria) contained in the JDF
- Include details of two referees in your application. One **must** be your current direct line supervisor or Manager.

Once you have submitted your online application, you will receive an automated email confirmation. This will state the date and time your application was received and a unique application reference number. The email will also specify which attachments have been submitted with the application.

If you do not receive a confirmation email after applying online or you are unable to submit your application, please contact Recruitment on 1800 974 199 during business hours.

Applicants who are shortlisted for further assessment will continue to be assessed against the selection criteria listed in the JDF through a series of selection assessments.

If you are Aboriginal or Torres Strait Islander and would like some extra assistance, please contact the Aboriginal Workforce Development Unit on (08) 9264 9711 or (08) 9264 6296 or email: [AboriginalWorkforceDevelopment@Justice.wa.gov.au](mailto:AboriginalWorkforceDevelopment@Justice.wa.gov.au)

**Closing date:** Monday, 9 March 2020 at 8am.

### Information Sessions

Information sessions are being held at various Adult Community Corrections Centres and will provide an opportunity for you to speak with local staff and learn more about the Department and the role of a CCO.

METROPOLITAN INFORMATION SESSIONS			
Date	Location	Address	Time
<b>Saturday 22 February 2020</b>	Maddington ACC	191-193 Burslem Drive, Maddington	10:00 am
<b>Tuesday 25 February 2020</b>	East Perth ACC	Level 2, 30 Moore Street, East Perth	4:00 pm
<b>Friday 28 February 2020</b>	Mirrabooka ACC	5 Milldale Way, Mirrabooka	3:30 pm

REGIONAL INFORMATION SESSIONS			
<b>Friday 28 February 2020</b>	Albany ACC	Albany Justice Complex, 184 Stirling Terrace, Albany	12:30 pm
<b>Friday 28 February 2020</b>	Broome ACC	7 Barker Street, Broome	Session 1: 12-1pm Session 2: 4-5 pm
<b>Tuesday 25 February 2020</b>	Bunbury ACC	Level 2, 65 Wittenoom Street, Bunbury	4:30 pm

<b>Friday 28 February 2020</b>	Geraldton ACC	SGIO Building, 45 Cathedral Ave, Geraldton	12:30 pm
<b>Saturday 29 February 2020</b>	Kalgoorlie ACC	337 Hannan Street, Kalgoorlie	10:00 am
<b>Friday 21 February 2020</b>	Karratha/Roebourne ACC	70 Welcome Road, Karratha	10:00 am
<b>Tuesday 25 February 2020</b>	Newman ACC	20 Hilditch Ave, Newman	3:00 pm

## Recruitment and Selection Assessments

This is a multi-level recruitment process and applicants will be assessed in the following way:

### Stage 1 – The Employment Profile Assessment

You will be invited to undertake the Employment Profile Assessment (EPA) which consists of a number of a series of online aptitude tests (verbal, numerical and abstract reasoning) and a comprehensive personality questionnaire. Psychometric testing is designed to assess your cognitive and psychological suitability for the role. The EPA consists of two parts:

1. **Ability tests:** the verbal, numerical and abstract reasoning test are in multiple-choice format, where you are required to answer as many questions correctly within the time limits allowed.
2. **Personality questionnaire:** Designed to elicit further information about your attitudes, thoughts and beliefs. You are required to indicate your level of agreement or disagreement to numerous statements. There are no right or wrong answers.

The EPA session takes approximately one – one and a half hours to complete the full assessment.

### Stage 2 – Shortlisting

Your **CV/resume** incorporating the requested information and **your responses to the four application questions** will be assessed to determine whether your application is shortlisted for further assessment. Consideration will be given to eligibility requirements as outlined in the JDF and in the job advertisement.



### **Stage 3 – Selection Panel Interview**

During the selection panel interview, the panel will ask you a series of questions relevant to the role and designed to assess your level of skills, knowledge and abilities against the essential work related requirements of the position (as detailed in the JDF).

On the scheduled day of your interview, you will be given the interview questions 15 minutes before the interview (pre-reading time) to prepare your responses. The scheduled interview follows with a maximum timeframe of 30 minutes.

You should consider the following points in preparation for your interview:

- Be familiar with the work-related criteria outlined in the JDF
- Consider the work-related criteria and think of specific examples of situations where you have applied the relevant skills and abilities
- Focus on the duties of the position and how they should be carried out, considering problems that might be encountered and how they would be resolved
- It is also important to consider outcomes and results achieved
- Be punctual and appropriately attired – neat and professional
- Take time to answer each question and present answers clearly and concisely
- Use the interview to ask any questions that you may have in relation to the position.

You will be asked to bring several completed department forms with you. You will be advised of the necessary forms when your interview time is scheduled. As this is a State-wide campaign, you will be assessed in regional and metro locations. Where interviews cannot be conducted in person, consideration will be given to telephone or skype interviews. Attendance at the interviews in person will be at your own expense.

### **Stage 4 – Psychological Interview**

You *may* be asked to attend a one-to-one interview with a registered psychologist. You must be prepared to answer questions about yourself, including your work, family and social life, some of which may be more personal than you would expect in a normal job interview. Interviews will be conducted in person or via telephone, depending on your location, and may take up to one hour. It is recommended that you adhere to normal interview protocol including appropriate attire. If you are scheduled for a telephone interview, ensure that you are in a quiet and private area. You will be notified in advance if you will be required to take part in a psychological interview and a suitable date arranged.

Any recommendations from the interviewing psychologist will be considered by the decision panel that will make the final determination of your suitability.

## **Stage 5 – Criminal History and Integrity Check**

All Department of Justice employees are required to undergo a National Criminal History check. A previous criminal conviction or pending charge may not necessarily preclude a person from being employed with the Department. The Department of Justice assesses each case based on its merits.

Staff in positions that work with offenders are also required to undertake an Integrity check. Criminal history and integrity checks are an integral part of the assessment of your suitability for the position. Therefore, it is important that you carefully read the instructions and guidelines when completing the '*Consent to Obtain Personal Information Form*' (i.e., the Criminal History and Integrity Check form). It is crucial that you provide full and factual information, ensuring that you are honest in your responses and the details that you provide.

A screening process, including, but not limited to, the searching of both State and Federal Government databases such as the Department's Prisons Visitors Database and WA Police Records, is undertaken to determine the suitability of the applicant, and to identify those with convictions or associations that may compromise their employment within the Department.

## **Stage 6 – Referee Reports**

You are required to provide the names and contact details for at least two relevant work related referees. It is recommended you select your current and former supervisor/manager who can comment on your skills and abilities relevant to the position. It is important you ensure your referees are aware they may be contacted by the Department, and are willing and available to provide a referee report on your behalf.

## **Stage 7 – Decision Panel**

The decision panel typically comprises of various executive and operational stakeholders, human resources personnel, training staff and psychologists. They are responsible for making a holistic assessment of each applicant's suitability, based on all the information obtained throughout the selection process.

You will be formally notified in writing about the outcome of your application once the selection process is finalised. Notifications for all successful and unsuccessful applicants will be sent via email and will include information on how to seek feedback, which can help you to understand how the panel made their decision.

## **The Appointment Pool**

If you are deemed suitable by the decision panel you will be placed into a pool from which current and future positions may be filled on a permanent, fixed term, secondment, full-time or part-time basis (in accordance with business requirements). The pool will operate for 48 months. Details of appointment will be discussed at the time of offer. Applicants selected to the pool are not guaranteed a job offer.

You are obliged to notify the Department if an event occurs you suspect may affect your suitability or eligibility for the position while in the appointment pool. For example, an applicant may subsequently obtain a criminal conviction or acquire a

long-term illness or injury while awaiting an offer of appointment. Where an applicant fails to maintain their eligibility, the Department may withdraw the applicant from the pool.

### **Training**

The Correctional Officers Foundation Program provides trainees with foundation skills and knowledge designed to prepare you to commence duties as a CCO. The full-time course incorporates nine months of mixed periods of off-the-job and on-the-job training, based at the Department's Academy in Perth and at the trainee's workplace. Written and practical assessments are conducted during this period.

This training is linked to a nationally accredited qualification. Trainees that have been assessed as competent by experienced field and training staff will be awarded the Certificate III in Correctional Practice (Community). This certificate is a mandatory requirement to work as a CCO and appointees will be required to successfully complete both on-the-job and Academy based training within a prescribed period of time from commencement of employment.

You will be required to attend the Department's Training Academy located in the Perth metropolitan area at 4 Allen Court, Bentley. Metropolitan appointed CCOs *must* be prepared to travel to the Training Academy in order to attend the training sessions on a *fulltime basis*.

Regionally appointed CCOs will not be required to pay for travel or accommodation that is necessary for the required training.

If you require leave during training, due to unanticipated matters or obligations, you may be eligible to do so at the discretion of Assistant Director in line with award provisions.

Permanency as a CCO may be confirmed upon the successful completion of all elements of the training, the completion of a satisfactory performance assessment, good conduct and regular attendance. Appointments are made on the basis of business needs. Applicants selected to the pool are not guaranteed a job offer.

***Thank you for your interest in a career with the Department of Justice.***