



Job Description Form

Generic Clerical Officer

Adult Community Corrections

Position details

Classification Level:	1
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

Responsible to:	Administration Officer - Level 3
This position:	Clerical Officer - Level 1

Overview of the position

The Adult Community Corrections Directorate plays a key role in the achievement of the Department's Strategic Platforms by providing essential services and legislative compliance. The Directorate 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. The Directorate ensures that each community corrections facility has the necessary resources, service specifications and legislative information to effectively manage daily operations. The Directorate will maintain a broad focus across the community corrections estate to ensure that service delivery is consistent, culturally competent and based on empirical evidence.

Reporting to the Administrative Officer, the Clerical Officer provides clerical support to the Branch, ensuring that approved administrative processes are adhered to. This includes, but is not limited to word processing, data entry, maintaining correspondence and filing systems, attending to reception and general clerical duties.

Job description

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

- Provides clerical support to the Branch, ensuring that approved administrative processes are adhered to. This includes, but is not limited to word processing, data entry, maintaining correspondence and filing systems, attending to reception and general clerical duties.
- Provides an excellent customer service to all internal and external clients by being helpful, efficient and diligent.
- The Clerical Officer is provided with the opportunity to gain experience and knowledge of the Administrative Officer role (supervisor's role) and may be required to undertake these duties from time to time.
- Accesses and applies identified and appropriate information to achieve tasks and undertake document control and retrieval.
- Uses available and allocated resources to ensure that tasks are achieved efficiently.
- Provides information on the use of resources.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

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

- Administration experience in a services environment.

Special requirements/equipment

Nil

Certification

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: _____