



Job Description Form

007117 & 2958 Clerical Officer

Wooroloo Prison Farm

Position details

Classification Level: 1

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement 2021
(and any subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Corrective Services, Adult Male Prisons

Physical Location: Wooroloo Prison Farm

Reporting relationships

Responsible to: 009610 Finance Coordinator, Level 4

This position: 007117 & 2958 Clerical Officer - Level 1

Overview of the position

The Adult Male Prisons is responsible for the security and safe management of adult offender in prisons throughout Western Australia.

Wooroloo Prison Farm is a minimum-security prison located 56km north east of Perth. Wooroloo Prison Farm functions as a pre-release centre that encourages its male offenders to be appropriately prepared for their return to the community as responsible citizens.

The Clerical Officer is responsible for providing secretarial and administrative support to assist efficient and effective operation at Wooroloo Prison Farm. The position is also responsible for processing all prisoner visit bookings via phone and/or forms and maintaining contact information for the Centre's phone system.

Job description

As part of the Wooroloo Prison Farm team, the successful applicant will be expected to:

- 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; and
- Support cultural and management reforms within the Department.

Role specific responsibilities

- Performs confidential word processing, spreadsheets and typing requirements, drafts and types internal memoranda and other correspondence for signature as required and dispatches reports, letters, internal memos, standing orders and other correspondence from written notes. Records and types minutes of senior staff and debrief meetings. Opens prisoners daily mail and records all monetary items in the Postal Remittance Book for the Cashier. Ensures office supplies are kept to an appropriate level.
- Processes all prisoners visit bookings via phone and/or forms. Answers phone in relation to prisoner visits bookings, informing the public of visit protocols. Input information in relation to prisoner visits on a data base and periodically provides management with reports on visits. Undertakes the maintenance of information, phone numbers and contact details for the Centre's phone system.
- Participates constructively and positively within workplace teams to achieve tasks. Gains experience and knowledge of all administrative processes and undertakes the duties of the relevant positions within the Prison when deemed appropriate by the Manager in charge and/or Superintendent.
- Undertakes analysis and disseminates information and prepares notes as directed. Assists the Finance Coordinator with records management including archiving and file management.
- 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

- Demonstrated good oral and written communication skills including good interpersonal skills and ability to work as part of a team.
- The ability to use, record and store confidential information in a sensitive and discreet manner.
- The ability to use Microsoft Office Program (Word, Excel, Outlook) to perform data entry and retrieval and collate information/statistics.

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.

Superintendent – Wooroloo Prison Farm

Signature: _____ Date: 16/02/2022

HR certification date: February 2022