



# Job Description Form

## Generic **Transitional Manager**

**Various**

### **Position details**

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Classification Level: 5

Award/Agreement: PSA 1992 / Public Service CSA Agreement  
(and subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Corrective Services Rehabilitation & Reintegration

Physical Location: Various Prisons

### **Reporting relationships**

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Responsible to: 008916 Assistant Director Prisoner Employment Programs &  
Transitional Services, Level 8

**This position:** Generic **Transitional Manager - Level 5**

Direct reports: NIL

### **Overview of the position**

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The Rehabilitation and Reintegration directorate is accountable for reducing re-offending, protecting the community and directing offenders towards the adoption of law abiding lifestyles.

The Education, Employment & Transitional Services Unit works towards assisting prisoners to acquire, develop, practice and apply the knowledge, skills and attitudes now and in the future to take responsible control of their own lives.

The Transitional Manager is responsible for the promotion, facilitation and support of Transitional Services in the Prison and in the Community. The Transitional Manager identifies new or additional services that are in demand and provides the pivotal link of information and advisory services to prison management, staff and offenders, other Government Departments, 'Not for Profit' service providers and the community. Transitional Managers also coordinates reintegration supports and facilitates referrals to DOJ Reintegration Contracted Service Providers.

## **Job description**

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As part of the Education, Employment & Transitional Services team, the successful applicant will be expected to:

- Work to improve communication and 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 chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

## **Role specific responsibilities**

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- Coordinates and facilitates services for offender re-entry NOT for Profit (NFP) services provided in the Centre and in the community.
- Identifies and facilitates the provision of new or additional NFP services that are in demand within the Centre and the community.
- Assists service providers to build capacity and ongoing support for re-entry services.
- Implements, integrates and reports on re-entry and re-integration services in the Centre and the community and maintains systems and data for the effective use of information and knowledge by management, staff and offenders, including the on-site portal for the Re-integration Unit.
- Develops, facilitates and coordinates NFP training and education programs for staff and offenders in the region.
- Negotiates and coordinates service provider access, accommodation and service provision at the Centre.
- Develops and maintains regular collaborative relationships with service providers, key stakeholders and the community to ensure the efficient and effective delivery of services.
- Provides information and advisory services to management, staff and offenders and provides the pivotal link with other government departments, NFP service providers and the community.
- Advises and alerts management of current and emerging issues requiring attention and intervention.

- Conducts research, analysis, evaluation and reports on the effectiveness of programs, services and initiatives and resolves complex contractual and service delivery issues.
- 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 objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, draw on information from a range of sources and use judgement to analyse findings, work within agreed guidelines to make decisions and to incorporate outcomes into work plans are important for this role.

#### **Achieve Results**

The ability to; assess project and program performance, identify areas of improvement and suggest changes to ensure positive outcomes, demonstrate flexibility and cope with day-to-day changes in priorities, support projects to completion and a focus on quality in all areas of work are fundamental to this role.

#### **Builds Productive Relationships**

The capacity to; network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, consult and share information with the team and seek input from others where necessary, encourage contribution and engagement, recognise different views and to ensure that stakeholders are kept informed as appropriate are requirements for this role.

#### **Exemplifies Personal Integrity and Self-Awareness**

A commitment to; adhere to the Code of Conduct in all interactions, maintain a high level of personal commitment to integrity, professionalism, probity and personal development, take responsibility for completion of works within timeframes and takes the initiative to progress work when required. Able to justify own position when challenged. Acknowledge mistakes and learn from them, and seek guidance and advice when required. Engage with risk by providing impartial and clear advice, seeking guidance when required, identifying and/or reporting potential risk issues to supervisor.

#### **Communicates and Influences Effectively**

A demonstrated ability to; present messages confidently and persuasively and to actively listen, understand and adapt communication styles to suit a range of audiences, listen to differing views and opinions and develop persuasive counter arguments are requirements for this role.

## Role Specific Criteria

- Service Development and Delivery - Coordinating, facilitating, developing and administering the delivery of services and resolving sensitive issues. Recognising opportunities to enhance delivery through expansion, integration and implementation of NFP services.
- Communication Skills - Working with individuals and groups. Making oral presentations and facilitating information and training programs. Liaising and maintaining contact with internal and external providers and the community. Writing reports and recommendations.
- Interpersonal Skills - Negotiating, influencing and promoting positive approaches and action. Exhibiting a personal commitment to promoting and progressing development and expansion of service delivery. Establishing and maintaining positive working relationships with diverse groups of people.
- Research, Conceptual and Problem Solving - Identifying issues, undertaking research, analysing and evaluating information. Developing and reporting feasible and practical solutions. Problem solving and lateral thinking involving complex and sensitive issues.
- Planning and Organising Skills - Coordinating and organising the provision of a range of services for offenders and the community. Planning, scheduling and prioritising work. Organising resources and services. Meeting deadlines.
- Ethical Behaviour - Demonstrates and manages ethical behaviour in accordance with relevant standards, values and policies.

## 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

Rehabilitation & Reintegration

Signature: \_\_\_\_\_ Date: 15 / 02 / 2023

HR certification date: February 2023