



# Job Description Form

## Employment Coordinator (Generic)

### Rehabilitation & Reintegration

#### Position details

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Classification Level: 5

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

Position Status: Permanent

Organisation Unit: Corrective Services, Offender Services

Physical Location: Various

#### Reporting relationships

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

**This position: Employment Coordinator – Level 5**

Direct reports: NIL

#### Overview of the position

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The Rehabilitation and Reintegration Branch (R&R) leads the development and coordinated implementation of offender rehabilitation programs, interventions and services with the aim of improving offenders' lives and reducing the likelihood of re-offending.

The Employment Coordinator manages, develops and implements employment programs for offenders in the prison and in the community. The position is responsible for developing strategies and methods to expand employment opportunities for offenders in the region. In addition the position case manages individual offenders and employers, formulating business cases for viable employment. Providing the pivotal link of information and advisory services to prison management, staff and offenders, other State and Commonwealth Government departments, Workforce Australia Providers, employers and the community.

#### Job description

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As part of Rehabilitation and Reintegration, 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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- Manages and develops employment programs for offenders in the prison and in the community.
- Identifies and negotiates employment opportunities through existing and new employer groups and initiates the development of strategies and methods.
- Ensures compliance with a range of employment legislation, awards, other industrial instruments and employment agreements, and individual offender management limitations.
- Case manages individual offenders and formulates the business case that links prisoners with employers, progressing the approval and reporting process for endorsement.
- Monitors, reviews, evaluates and reports on the success on employment programs for each prisoner.
- Gathers and disseminates information required to enable offenders to gain employment and develops profiles.
- Negotiates and coordinates access to offenders at the prison.
- Collaborates with other Employment Coordinators to coordinate training and enhance opportunities for placement of offenders.
- Advises and alerts management of current and emerging issues requiring attention and intervention.
- Provides the pivotal link between Job Network Providers, the offenders and other state and Commonwealth government agencies.
- Establishes, develops and maintains strong links with stakeholder networks including offenders.
- Provides information and advisory services to management, staff and offenders.
- Monitors and evaluates services and program delivery from internal and external program participants to ensure program integrity and compliance with relevant legislative and administrative requirements.

- Reviews and improves processes, environment and systems within the established legislative, administrative and procedural framework in order to best serve the unique employment needs of offenders returning to the community.
- 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

**Program Development and Delivery** - Managing and developing employment programs, initiatives and services. Leading and managing the delivery of programs and investigating complex and sensitive issues. Recognising opportunities to expand employment options within communities. Interpreting employment legislation and industrial instruments that regulate employment.

**Knowledge** - Demonstrated knowledge of State and Commonwealth employment services for engaging disadvantaged clients in the job market.

**Case Management** - Assessing and profiling individual's skills against employment options. Initiating and developing methods to create greater employment opportunities for individuals. Encouraging and promoting participation in employment programs

**Communication and Negotiation** - Influencing individuals and groups. Negotiating with employers and service providers. Making oral presentations and facilitating information and training programs. Liaising and maintaining contact with external providers, organisations and the community. Preparing documents and reports for senior managers.

**Interpersonal and Advisory** - Consulting and liaising with internal and external stakeholders at all levels within the region. Providing advice to management and interested parties. Representing the department in the region in relation to employment initiatives.

**Analytical and Conceptual** - Conceptualising and analysing issues to develop feasible solutions. Problem solving and lateral thinking.

### 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 and Reintegration

Signature: \_\_\_\_\_ Date: 20 Sept 2023

HR certification date: October 2023