



## Vocational Support Officer

### Position – Experience and qualification requirements

The table below provides a brief description of the role requirements and outlines the skills and qualifications required for the advertised positions.

Review the requirements carefully to help you determine the role that best suits you and consider how your skillset aligns with the necessary experience and qualifications when responding to the application questions.

#### **Qualifications –**

- Nationally recognised Australian qualifications or overseas qualifications that have been verified in Australia for equivalency will be accepted.
- Applicants who have overseas, or older Australian qualifications, will require the academic transcript of units or modules completed within the qualification.
- All documents must be formally translated into English (if applicable).

Position Title	Brief Description	Demonstrated Experience	Qualifications
Canteen Officer	<p>The Canteen Officer is responsible for supervising and coordinating the operations of the canteen store, ensuring that prisoners can purchase groceries, toiletries, and other essential items each week.</p> <p>This position involves providing instruction and supervision to prisoners working in the canteen.</p>	<p><b>Supermarket management</b> - Demonstrated experience in managing all aspects of canteen stores and supermarket, including purchases, sales, stock rotation and inventory.</p>	<p><b>Canteen</b> - Demonstrated experience only. For example: administration, customer service, retail, logistics, warehousing</p>
Cleaning Officer	<p>The Cleaning Officer manages the prison's facility cleaning services.</p> <p>This position involves providing hands-on instruction and supervision to prisoners working in this area.</p>	<p><b>Cleaning operations</b> - Demonstrated experience in commercial cleaning, stock control and equipment maintenance. An understanding and ability to comply with WHS regulations and demonstrate specific forensic cleaning procedures.</p>	<p><b>Cleaning</b> - Demonstrated experience only, including Work Health and Safety (WHS)</p> <p>For example: domestic or commercial cleaner</p> <p>Completion of Chemical Handling Skill Set, or a willingness to undertake and complete</p> <p>Note: Relevant for WHS compliance ie chemical usage, blood spills, infectious diseases</p>
Cleaning Instructor	<p>The Cleaning Instructor manages prison cleaning services, provides on the job instruction, accredited training and supervision to prisoners, and supervises staff in this area to ensure proper procedures are followed.</p>	<p><b>Cleaning Operations</b> - Demonstrated experience in commercial cleaning including establishing cleaning programs, preparing reports, carrying out audits and inspections, together with budgetary control. The ability to maintain stock and equipment.</p> <p>A comprehensive understanding and application of WHS regulations and the ability to demonstrate specific forensic cleaning procedures.</p>	<p>Certificate III in Cleaning Operations</p> <p>Note: Relevant for WHS compliance ie chemical usage, blood spills, infectious diseases</p>

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Despatch Officer	<p>The Despatch Officer manages the daily movement of goods and services, making sure they are collected, received, delivered, and distributed between prison sites, units, and outside locations. They also oversee recycling activities to ensure proper handling and processing. This position provides on the job instruction and supervision to prisoners who work in this area.</p>	<p><b>Experience</b> - Demonstrated experience in the ability to manage all aspects of stores, including purchases, sales, stock rotation and inventory of stock levels.</p>	<p>Demonstrated experience only. For example: administration, logistics, warehousing</p> <p>Dependent on location: High Risk Work Licence - Fork Lift Ticket and/or MR Licence</p>
General Relief Officer	<p>The General Relief Officer will support and oversee various services or workshops to ensure continuity during an officer's absence or leave.</p> <p>The areas covered may include kitchens, gardens, other prison-based industries, and computer-based services such as official visits, video link, reception, and prisoner movements.</p> <p>This position provides on the job instruction and supervision to prisoners who work in those areas.</p>	<p><b>Experience</b> – Proven expertise in a trade or industry, showcasing skills in managing production, operations, resource allocation, supervision, and instruction.</p> <p>Training will be provided as needed to ensure proficiency in required tasks.</p>	<p>Demonstrated experience only. For example: a trade or industry that may include demonstrated skills in administration, production, operations, resource allocation, supervision, and/or instruction.</p> <p>Construction Industry White Card (applicable for industry positions only)</p>
Laundry Officer	<p>The Laundry Officer operates laundry services to support prison operations. The position provides on the job instruction and supervision to prisoners who work in this area.</p>	<p><b>Laundry operations</b> - Demonstrated experience of working in a commercial laundry with the ability to comply with WHS Regulations for the purposes of handling chemicals and forensic cleaning.</p>	<p>Demonstrated experience only, including Work Health and Safety (WHS)</p> <p>Completion of Chemical Handling Skill Set, or a willingness to undertake and complete</p> <p>Note: Relevant for WHS compliance ie chemical usage, blood spills, infectious diseases</p>

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Laundry Instructor	<p>The Laundry Officer operates commercial laundry services to support prison operations and to ensure proper procedures are followed.</p> <p>The position provides on the job instruction, accredited training and supervision to prisoners, as well as, managing and supervising other staff within this area.</p>	<p><b>Laundry operations</b> - Demonstrated experience of working in a commercial laundry operation including, but not limited to, production and delivery schedules, managing funds and quality control. Experience in complying with WHS Regulations for the purposes of handling chemicals and forensic cleaning.</p>	<p>Certificate III in Laundry Operations</p> <p>Note: Relevant for WHS compliance ie chemical usage, blood spills, infectious diseases</p>
Library Officer	<p>The Library Officer operates library services to support prison operations.</p> <p>The position provides on the job instruction and supervision to prisoners who work in this area.</p>	<p><b>Library operations</b> - Understanding and utilising a classification system, computerised and paper-based library management systems, research tools and appellant library systems.</p>	<p>Certificate III in Library and Information Services</p> <p>Note: To comply with ALIA Minimum Standard Guidelines for Library Services to Prisoners</p>
Medical Support Officer	<p>The Medical Support Officer oversees the day-to-day operations and security of the Medical Centre, ensuring the safety of medical practitioners, external contractors, and prisoners accessing the facility.</p> <p>This role also involves providing instruction and supervision to prisoners working in or entering the area.</p>	<p><b>Experience</b> - Demonstrated experience in customer service, administration and self-awareness.</p>	<p>Demonstrated experience only.</p> <p>For example: administration and customer service, security</p>
Recreation Officer	<p>The Recreation Officer coordinates and delivers various recreational activities, including sports, fitness, and passive programs, to cater to the needs and interests of the entire prisoner population.</p> <p>The position provides on the job instruction and supervision to prisoners</p>	<p><b>Recreational programs and events</b> - Demonstrated experience in the organisation and delivery of constructive recreational activities in a safe and appropriate manner. Demonstrated knowledge of sport fitness safety. The ability to encourage participation and understand cultural and social issues that</p>	<p>Demonstrated experience only, including Work Health and Safety (WHS)</p> <p>For example: customer service, teamwork, group social activities, fitness training</p>

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		may arise. Contributes to recreational programs and event organisation.	
Recreation Instructor	<p>The Recreation Instructor supervises, implements and coordinates various recreational activities, including sports, fitness, and passive programs, to cater to the needs and interests of the entire prisoner population.</p> <p>The position provides on the job instruction, accredited training and supervision to prisoners, as well as, managing and supervising other staff within this area.</p>	<p><b>Recreational programs and events -</b>            Demonstrated experience in the organisation and delivery of constructive recreational activities in a safe and appropriate manner. Demonstrated knowledge of sport fitness safety.</p> <p>The ability to encourage participation and understand cultural and social issues that may arise.</p> <p>The ability to plan, organise and manage recreational programs and events.</p>	<p>Certificate II or III in Sport and Recreation and/or</p> <p>Certificate III in Aquatics and Community Recreation</p>
Video Link Officer	<p>The Video Link Officer manages and coordinates video link services to support prison operations and includes overseeing the preparation, planning, and scheduling of prisoner movements for video link court appearances.</p> <p>The position provides on the job instruction and supervision to prisoners who work in this area.</p>	Demonstrated experience in customer service, administration and self-awareness.	<p>Demonstrated experience only</p> <p>For example: customer service, administration, audio visual retail</p>