



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Position Number: P34222

Division: Corrective Services

Classification: Administrative Services Officer
Class 5 (ASO5)

Business Unit: Community Corrections

Position Title: Reintegration Officer

Location: 2 Constitution Avenue, Alexander
Maconochie Centre and ACT Magistrates
Court / Ngunnawal Country

Position Requirements: Drivers Licence,
WWVP

Last Reviewed: 01/09/2026

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.



The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

DIVISION OVERVIEW

ACT Corrective Services is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BUSINESS UNIT OVERVIEW

Community Corrections plays a vital role in the monitoring, management and supervision of persons subject to a community-based Court or Parole Order and those who avail themselves of post-release transition support by seeking to reduce criminogenic risk and contribute to enhancing community safety. Services are delivered through the following work areas:



- Community Corrections - plays a vital role in the management and supervision of persons subject to a community-based Court or Parole Order by seeking to reduce criminogenic risk and providing support to address other causal factors related to their offending behaviour.
- Justice Housing Program and Reintegration – plays a vital role in the successful reintegration of offenders into the community, by delivering strong reintegrative services through housing and throughcare.
- Intelligence Unit - is responsible for the strategic, operational and tactical intelligence across the whole of ACTCS, as well as the identification of systemic themes and risks within ACTCS and early indicators of criminal activity.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

The Reintegration Officer is responsible for supporting detainees to transition successfully from custody into the ACT community. The role operates across three key work locations: the Alexander Maconochie Centre (AMC), 2 Constitution Avenue (2CA), and the ACT Magistrates Court, providing both pre-release and post-release support. A key expectation of the role is to support a portfolio of exited clients by maintaining contact and providing practical information and referrals to help address barriers and support successful reintegration into the community.

The Reintegration Officer is expected to work with guidance from the Reintegration Team Leader to coordinate supports and deliver assistance, applying sound judgement and initiative consistent with an ASO5 role. This includes actively linking clients to services aligned with the reintegration pillars, such as housing, employment, health and wellbeing, social connection, and access to community supports. The role requires ongoing engagement with clients and service providers to ensure continuity of care and to support positive reintegration outcomes that reduce the likelihood of reoffending.

WHAT YOU WILL DO

Under the general direction of the Reintegration Team Leader, the Reintegration Officer will:

1. Provide structured pre-release and post-release support to detainees to assist with their transition into the ACT community.
2. Work collaboratively with AMC Case Management Officers in custody and Community Corrections staff post-release to support clients to establish stability and independence in the community.



3. Engage directly with clients in the community, including those with and without Community Corrections supervision, acting as a consistent point of contact for information, support, and guidance.
4. Contribute to coordinated case planning and service delivery through provision of reintegration liaison support.
5. Facilitate and support timely referrals and service access across key reintegration areas, including:
 - Community supervision requirements
 - Basic needs (e.g. identification, transport, essential services)
 - Accommodation and housing support
 - Health care and mental health services
 - Income support, training, and employment pathways
 - Reconnection with family, community, and culture
6. Maintain accurate and up-to-date client records and documentation in accordance with the *Territory Records Act 2002* and organisational requirements.
7. Contribute to data collection, reporting, and compliance activities within the Branch to support service delivery, monitoring, and continuous improvement.
8. This position does not directly manage staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated ability to deliver high-quality, client-focused services in a service-oriented environment, including working effectively with clients experiencing complex and intersecting needs, such as justice involvement, housing instability, health and wellbeing challenges, and social disadvantage.
2. Well-developed written and verbal communication skills, including the ability to prepare clear, accurate and timely documentation, with strong attention to detail.
3. Proven ability to analyse complex information, assess client needs, identify risks and issues, and develop practical, outcomes-focused solutions.



Behavioural Capabilities

1. Proven ability to build and maintain strong working relationships with a wide range of people, and to use sound judgement, discretion, and sensitivity when handling complex client matters
2. Proven ability to manage competing priorities, respond to changing client needs, and meet deadlines in a dynamic and occasionally high-pressure environment.
3. Ability to work both collaboratively as part of a team and independently, demonstrating initiative, accountability, and a proactive approach to achieving outcomes for clients with complex reintegration needs.

Compliance Requirements/Qualifications

1. Eligible persons may be required to undergo a National Police Check.
 2. A current class 'C' driver's licence is essential.
 3. Current registration issued under the *Working with Vulnerable People Act 2011* is essential.
 4. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
 5. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Reintegration Officer (P34222)** and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never



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Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never