ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: ACT Corrective Services

Business Unit: Offender Reintegration

Position Title: Programs Facilitator

Position Requirements: WWVP, Drivers Licence, Relevant qualification/s in Psychology, Social Work, Occupational Therapy, Counselling, Behavioural or Social Sciences.

Position Number: P45677

Classification: Health Professional 3 (HP3)

Location: Alexander Maconochie Centre (AMC)/ 2 Constitutional Avenue Canberra City, Ngunnawal Country

Last Reviewed: 11/09/2026

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 Westminister 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

Offender Reintegration (OR) plays a vital role in the successful reintegration of an offender into the community by seeking to reduce criminogenic risk and supporting an offender to address other causal factors related to their offending behaviour.

Key functions of the Offender Reintegration division are to:

- Deliver a holistic model of Integrated Offender Management (IOM) to offenders throughout their custody and/or supervision period;
- Deliver strong reintegrative services through employment, housing and throughcare;
- Provide a streamlined and integrated model of case management and program delivery that meets the needs of the detainee and offender population;
- Provide dedicated services to the AMC Assisted Care Unit, and counselling and short-term interventions to offenders;
- Implement and monitor the ACTCS Offender Reintegration Clinical Governance Framework and related evaluation activities.

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 Programs Facilitator is responsible for the coordination and delivery of evidence-informed offence-specific, offence-related, psychoeducational and wellbeing programs, including group-based and individual interventions for people subject to supervision by ACT Corrective Services (ACTCS). The role provides therapeutic, educational and rehabilitative services aimed at reducing reoffending, supporting behaviour change and improving wellbeing outcomes for detainees and offenders. Programs may be delivered within custodial settings at the Alexander Maconochie Centre (AMC) and/or in the community for individuals subject to community-based sentences.

The role focuses on program facilitation, service delivery, stakeholder engagement and the application of policy, procedures and legislative frameworks to support effective program outcomes. When appointed at the HP3 level, the role additionally applies discipline-specific professional knowledge and skills to program delivery, assessment and intervention, practicing within relevant professional standards, ethical frameworks and scope of practice. The HP3 contributes professional expertise to multidisciplinary teams and supports evidence-based, person-centred service delivery within a custodial and community corrections context.

The position operates in a complex and challenging environment, requiring high levels of professionalism, accountability, collaboration and adaptability to meet the needs of a diverse offender population.

WHAT YOU WILL DO

Under limited direction of the Team Leader Programs, the Programs Facilitator will:

1. Facilitate including offence-specific, offence-related, psychoeducational and wellbeing programs. provided by ACTCS to detainees and offenders in both the AMC and Community

Corrections. This may include some evening work and the opportunity for weekend program delivery.

2. Undertake program suitability assessments of detainees and offenders and administer pre and post intervention assessment instruments for program evaluation and offender assessment.
3. Assist in the development of case planning for detainees and offenders and assist in maintaining systems for reviewing and monitoring detainee progress.
4. Liaise with case managers, co-facilitators and professional supervisors to ensure program delivery integrity and maximise detainee and offender attendance, participation and completion.
5. Actively participate in evaluating programs and contribute to a continuous process of review to ensure program quality, integrity, contemporary practice and effectiveness is maintained and enhanced.
6. Contribute to written and oral reports in relation to offender management.
7. Contribute to the ongoing service delivery environment within offender programs, identifying and collaboratively addressing any issues.
8. Maintain records in accordance with the Territory Records Act 2002.
9. Contribute to ongoing data collection and compliance monitoring within the Branch, as required.

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 experience in the delivery and evaluation of effective, client-focused programs and services including offence-specific, offence-related, psychoeducational and wellbeing programs. within a custodial or complex service environment.
2. Highly developed interpersonal, negotiation and communication skills (written and oral), with the ability to engage professionally with detainees, multidisciplinary professionals, senior staff and external stakeholders in a sensitive and challenging environment.
3. Demonstrated ability to research, analyse and synthesise information, including interpreting and applying legislation, policy, procedures, clinical guidelines and organisational objectives to informed decision-making and service delivery.
4. Demonstrated application of discipline-specific knowledge (e.g. psychology, social work, counselling, behavioural sciences or related health profession) to inform assessment, intervention, program delivery and individualised support planning.

5. Ability to apply evidence-based practice, ethical frameworks and professional standards within a custodial context, including sound clinical judgement, risk awareness and professional accountability.
6. Demonstrated capacity to contribute professional expertise to multidisciplinary teams, including consultation, case discussion and shared decision-making.

Behavioural Capabilities

1. Demonstrated initiative and problem-solving skills, including the ability to identify issues, manage risk and recommend practical and flexible solutions within a complex operational environment
2. Proven ability to manage competing priorities, maintain resilience and meet multiple demands and deadlines in a high-pressure setting
3. Strong collaboration skills, with the ability to work effectively as part of a team while also exercising autonomy, accountability and sound professional judgement.
4. Demonstrated commitment to reflective practice, continuous professional development and supervision in accordance with professional and organisational requirements.
5. Ability to provide clinical leadership within scope of practice and work level standards. This may include contributing to quality improvement initiatives and supporting best practice service delivery.

Compliance Requirements/Qualifications

1. Experience working with offenders and/or individuals with complex behavioural, mental health or psychosocial needs is highly desirable.
2. Working with Vulnerable People registration is mandatory.
3. Background police checks will be conducted.
4. A current ACT Driver's Licence is essential.
5. The occupant of this role will be required to work at various ACT Corrective Services locations, including the Alexander Maconochie Centre and 2 Constitution Avenue, Canberra City.
6. The successful applicant may be required to undertake some evening work and may be provided the opportunity to perform some weekend work.
7. To be eligible for employment within the ACT Public Service (ACTPS), applicants must be an Australian citizen, permanent resident, or holder of a valid work visa. Employment will cease if work rights are no longer held.
8. Tertiary qualifications in a relevant health-related discipline (e.g. Psychology, Social Work, Occupational Therapy, Counselling, Behavioural or Social Sciences).
9. Eligibility for, or current registration with, the relevant professional registration board (or recognised professional body) in accordance with HP3 requirements.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Health Professional 3 (P45677)** 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	Never
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	Occasionally
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	Frequently

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

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
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