

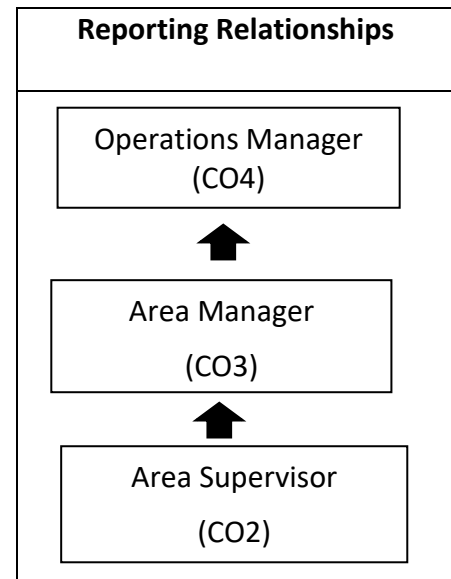


**ACT**  
Government

Justice and Community Safety

# POSITION DESCRIPTION

<b>Directorate</b>	Justice and Community Safety
<b>Business Unit/Agency</b>	ACT Corrective Services
<b>Branch</b>	Custodial Operations
<b>Position Number</b>	P31857, Several
<b>Position Title</b>	Area Supervisor
<b>Classification</b>	Correctional Officer Class 2 (CO2)
<b>Location</b>	Alexander Maconochie Centre / Court Transport Unit
<b>Last Reviewed</b>	June 2026



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 as demonstrate the related signature behaviours.

## 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

## **BUSINESS UNIT/AGENCY OVERVIEW**

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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.

## **BRANCH OVERVIEW**

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**Custodial Operations** is responsible for the:

- secure operations of the Alexander Maconochie Centre (AMC) and the Court Transport Unit (CTU);
- safe and humane management of detainees; and
- delivery of rehabilitative opportunities for detainees through programs, industries and education

The Court Transport Unit is responsible for transporting detainees and remandees; and providing safe care and custody of detainees and remandees in the ACT Courts.

## **POSITION OVERVIEW**

To adhere to the operational philosophy of ACT Corrective Services and promote a positive, rehabilitative culture and environment.

## **WHAT YOU WILL DO**

Under the general direction of the Area Manager, the Area Supervisor will:

1. Perform the functions of a Correctional Officer 2 in accordance with relevant legislation, policies and procedures.
2. Maintain security and order within correctional facilities and assume control of operational areas as required.
3. Ensure the provision of safe care, custody and management of all detainees within ACTCS correctional facilities.
4. Assist with the day to day operation of ACTCS correctional facilities, including:
  - Supervision and management of staff;
  - Allocation of resources, case-loads and monitoring the workflow of Correctional Officer Class 1 case officers;
  - Supervision, training and development of staff including performance management, assessment and feedback;
  - Admission and discharge of detainees in accordance with relevant legislation, policies and procedures.
5. Respond to emergencies and incidents.
6. Supervise Correctional Officer Class 1 case officers and participate in case management, promoting detainee rehabilitation by encouraging participation in and facilitating education, programs and pro-social activities.
7. Work in any correctional facility within ACT Corrective Services and undertake shift work in a rotating roster, as required.
8. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the organisation, and maintain records in accordance with the *Territory Records Act 2002*.

## **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. The ability to supervise and manage individual and team performance to support career development in line with ACTCS performance and development plan.
2. Demonstrated knowledge and experience in offender management which may include but not limited to maintenance of security and safety procedures, case management and detainee rehabilitation.

3. High proficiency in oral and written English along with demonstrated ability to understand, interpret and develop written routine workplace materials including reports and submissions.

## **Behavioural Capabilities**

1. Ability to effectively work and interact with a wide range of offenders who have differing personalities, cultural backgrounds, security ratings and special needs, acting with diplomacy and discretion when dealing with sensitive matters.
2. Demonstrated ability to work effectively as an individual and within a team to build and maintain effective working relationships in order to assess priorities and manage competing deadlines in a fast-changing environment.
3. Contribute to workplace safety, value workplace diversity and make constructive suggestions for the purpose of continuous improvement in accordance with the principles and values of the public service.

## **Compliance Requirements/Qualifications**

1. Relevant custodial experience and Certificate III in Correctional Practice are essential.
2. Certificate IV in Correctional Practice is considered highly desirable.
3. Willingness to undertake 12-week Custodial Recruitment Training if required (*applies to external applicants only*).
4. Current unrestricted Class 'C' Driver's licence is essential.
5. Senior First Aid Certificate is essential.
6. This position requires pre-employment psychological and pre-employment medical testing and a National Police check.
7. This position requires a Working with Vulnerable People registration.
8. 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.
9. 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.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Correctional Officer Class 2 (P31857, Several)** 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	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Occasionally

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

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

<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

<b>MANUAL HANDLING</b>	<b>FREQUENCY</b>
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

<b>TRAVEL</b>	<b>FREQUENCY</b>
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

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

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally