

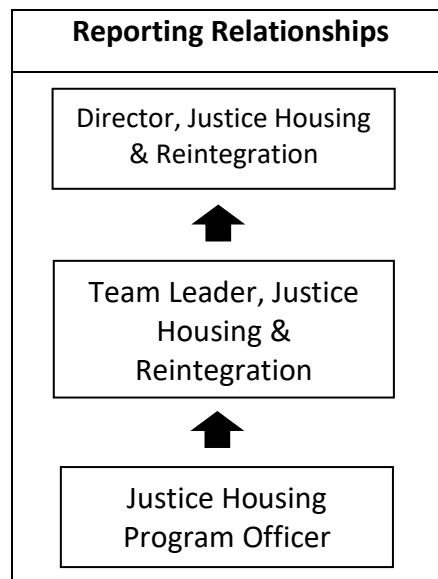


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Community Corrections
Position Number	P52311
Position Title	Justice Housing Program Officer
Classification	Administrative Services Officer Class 6 (ASO6)
Location	2 Constitution Ave, Canberra
Last Reviewed	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

ACT Corrective Services (ACTCS) 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

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.

POSITION OVERVIEW

The Justice Housing Program (JHP) Officer will coordinate the JHP initiative, which aims to reduce the population in the Alexander Maconochie Centre (AMC) and reduce reoffending behaviour, through the provision of temporary accommodation for various cohorts of justice-involved people.

Following the integration of the JHP with the Reintegration Team, this role sits within a broader, collaborative service environment focused on supporting individuals transitioning from custody to the community. The position will work closely with JHP and Reintegration Team members to ensure coordinated service delivery, continuity of care, and shared responsibility across functions.

The JHP Officer will demonstrate strong administrative capability, have the ability to think and act in a busy operational environment, and possess sound interpersonal, organisational and communication skills necessary to build rapport with a diverse range of stakeholders, including detainees at the AMC.

Based predominantly at 2 Constitution Avenue, Canberra City, this role will require frequent travel to and working from the AMC and/or the ACT Courts.

WHAT YOU WILL DO

Under limited direction of the Team Leader, Justice Housing & Reintegration, the occupant of this role will:

1. Facilitate and contribute to the JHP referral process, in person, by phone, email or video link.
2. With the support of senior members of the JHP and Reintegration Team, coordinate correspondence including contributing to updating procedures and public-facing documents relating to the JHP.
3. Work collaboratively with service provider organisations, other ACTCS Teams, and internal and external stakeholders in the administration of the JHP and support of its occupants.
4. Implement and maintain systems for the management of correspondence and data relating to the JHP and Reintegration Unit in accordance with the Territory Records Act 2002.
5. Assist in contract management, relationship management, compliance and accountability requirements.
6. Contribute to integrated service delivery and team capability by engaging in information sharing, joint case coordination, and actively supporting knowledge transfer, mentoring, and skill development across Justice Housing and Reintegration functions.
7. Provide operational coverage at the ASO6 level across JHP and Reintegration business lines only, activities during periods of leave, peak demand, or workforce changes.

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 understanding of best practice approaches to reducing social exclusion and reoffending, supported by strong interpersonal, negotiation, and communication skills to effectively engage diverse stakeholders.
2. Demonstrated capability in operational administration, including accurate record keeping, data management, and maintaining documentation in line with relevant standards and legislation.
3. Demonstrated understanding of tenancy frameworks and tenancy management practices within the ACT, including applying these to support sustainable housing outcomes for people with complex needs.
4. Demonstrated knowledge of contract management, compliance, and governance requirements, including monitoring service provider performance.

Behavioural Capabilities

1. Demonstrated ability to work collaboratively across multidisciplinary teams while building relationships, sharing knowledge, mentoring others, and contributing to integrated team outcomes.
2. Demonstrated ability to manage competing priorities in a complex, high-volume environment, including coordinating workflow, setting priorities, and consistently meeting deadlines.
3. Demonstrated ability to exercise sound judgement, initiative, and problem-solving, including identifying and managing risks, maintaining compliance and accountability, and adapting to provide Reintegration coverage at the ASO6 level.

Compliance Requirements/Qualifications

1. Experience working with people with complex and high needs in a criminal justice, housing, or reintegration context is highly desirable.
2. Prior to commencement, the successful candidate will be required to undergo a pre-employment National Police Check.
3. A current driver's license (Class 'C') is essential.
4. Current registration issued under the *Working with Vulnerable People (Background Check) Act 2011* is required.
5. 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.
6. 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 **Justice Housing Program Officer (P52311)** 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)	Occasionally
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	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

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

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

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