

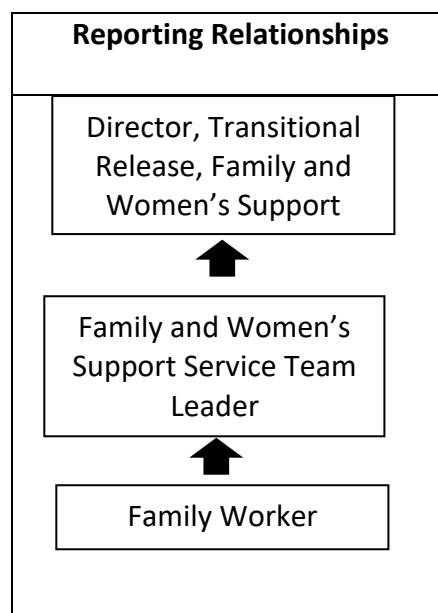


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Offender Reintegration
Position Number	58066
Position Title	Family Worker
Classification	Administrative Services Officer Class 6 (ASO6)
Location	Alexander Maconochie Centre, Monaro Highway Hume ACT/ 2 Constitution Avenue Canberra City
Last Reviewed	August 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 community in the ACT.

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

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 case management to offenders throughout their custody and/or supervision period;
- Deliver strong reintegrative services through employment, housing and family reconnection;

- Provide a streamlined and integrated model of sentence management and program delivery that meets the needs of the detainee and offender population;
- Provide specialised services in assessment, case management and interventions that promote rehabilitation opportunities.

POSITION OVERVIEW

The Family Worker supports remand and sentenced detainees to maintain, connect and re-establish relationships with families and other significant people throughout their custodial journey. The Family Worker will work collaboratively and inclusively with all areas of government, community providers, detainees, and their families to ensure services provided are innovative, evidence-based and contribute meaningfully to addressing the individuals needs and identified risks.

The Family Worker provides advocacy and assistance through the case management processes and demonstrates culturally sensitive practices and attitudes in actively engaging Aboriginal and Torres Strait Islander detainees. The Family Worker will assist detainees with re-establishing or maintaining family and other supports.

WHAT YOU WILL DO

Under the limited direction of the Team Leader, Family and Women's Support Services, the Family Worker will:

1. Provide professional support, advocacy and interventions to detainees, their families and significant people throughout the individual's custodial journey.
2. Provide support to family members and/or significant others who are impacted by having a family member incarcerated in the AMC by providing information and support around AMC processes and referring to appropriate services in the community as required.
3. Work collaboratively with stakeholders including ACT Corrective Services (ACTCS) case managers and community agencies to ensure detainees and their families are supported to foster positive relationships during a detainee's period of incarceration.
4. Facilitate, deliver and support groups, programs and events for detainees to support their connection with family.
5. Develop and maintain, respectful, supportive, collaborative, and responsive relationships with both internal and external stakeholders; including Child and Youth Families (CYF) and/or their jurisdictional equivalent.
6. Assist staff working with CYF to ensure detainees and their families are supported to navigate the child protection system.
7. Facilitate and support complex family case conferences with key stakeholders.
8. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the section
9. Maintain records in accordance with the Territory Records Act 2002.

WHAT YOU REQUIRE

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

Professional / Technical Skills and Knowledge

1. Demonstrated knowledge and the ability to apply the principles of contemporary best practices in relation to working with families impacted by a family member's engagement with the criminal justice system.
2. Demonstrated understanding of trauma informed practices.
3. Highly developed stakeholder management skills, including the ability to build and maintain respectful, supportive and collaborative relationships with internal and external stakeholders.
4. Demonstrated ability to lead case conferences, including the ability to build the capacity of other teams to work with families.

Behavioural Capabilities

1. Demonstrated ability to identify, develop and deliver effective client services to a diverse range of clients.
2. Demonstrated high-level written and oral communication skills.
3. Demonstrated ability to effectively manage competing work priorities; as a member of a team and autonomously.

Compliance Requirements/Qualifications

1. Tertiary qualifications in a relevant discipline or equivalent experience in a related field is highly desirable.
2. Background police checks will be conducted.
3. Driver's licence is essential.
4. This position requires a pre-employment medical.
5. This position requires Working with Vulnerable People registration.
6. 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.
7. 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 Family Worker (P58066) 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	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation (This is not an activity-based work environment)	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Never
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADOs)	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	Occasionally

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	Occasionally

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