ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: ACT Corrective Services

Business Unit: Offender Reintegration

Position Title: Senior Director, Cultural Services

Position Requirements: WWVP

Position Number: P54048

Classification: Senior Officer Grade A (SOGA)

Location: 2 Constitution Ave, Canberra, Alexander Maconochie Centre (AMC), Canberra / Ngunnawal Country

Last Reviewed: 08/10/2026

Note: This is an Identified position in accordance with Section 27(4) of the *Public Sector Management Act 1994* and is only open to Aboriginal and/or Torres Strait Islander peoples. Aboriginal and/or Torres Strait Islander identity is considered essential and therefore confirmation of cultural identity may be requested.

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

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 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 therapeutic services that promote rehabilitation opportunities.

POSITION OVERVIEW

The Senior Director Cultural Services is responsible for the provision of strategic review, planning, advice and guidance on issues relating to the over representation of Aboriginal & Torres Strait Islander people in the criminal justice system. This includes the provision of best practice advice, policy guidance and reporting support.

The Senior Director Cultural Services role will be focussed on working in partnership with clients (community and prison based), families, stakeholders, community, and ACT Corrective Services colleagues to deliver the best possible life outcomes for Aboriginal and Torres Strait Islander people engaged in the criminal justice system. The role involves significant community engagement and fostering relationships with services and service providers, essential in contributing to the successful reintegration of detainees back into the community and reducing recidivism.

The Senior Director will contribute a cultural lens to various projects including Integrated Offender Management, Transitional Release, and Reintegration Programs, as well as ensuring that the provision of case management practices across the organisation are culturally safe.

The Senior Director Cultural Services will have strong involvement in issues relating to Aboriginal and Torres Strait Islander Peoples. The Senior Director Cultural Services is required to liaise with Aboriginal & Torres Strait Islander people, community members and service providers, and requires cultural competency, including:

- Understanding of the issues affecting Aboriginal and Torres Strait Islander peoples,
- Demonstrated ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander peoples, and
- Demonstrated capability and commitment to continue to develop cultural knowledge.

WHAT YOU WILL DO

Under the limited direction of the Assistant Commissioner, Offender Reintegration, the Senior Director, Cultural Services will:

1. Provide system-level cultural leadership and expert advice to ACT Corrective Services on strategic reviews, reform initiatives, and long-term planning to address the over-representation of Aboriginal and Torres Strait Islander peoples in the criminal justice system. This includes exercising independent professional judgement and partnering with the JACS Indigenous Justice Branch to ensure system-wide, culturally informed decision-making.
2. Establish, lead and sustain high-level, culturally respectful relationships with internal and external stakeholders, including the First Nations Justice Branch, Office of Aboriginal and Torres Strait Islander Affairs (OATIA), Aboriginal and Torres Strait Islander communities, ACT Government agencies and relevant organisations, to drive and oversee prioritised Aboriginal and Torres Strait Islander strategic initiatives across ACT Corrective Services.
3. Lead the governance, implementation, monitoring and evaluation of ACT Corrective Services' Aboriginal and Torres Strait Islander strategic objectives, initiatives and reforms, including workforce cultural capability development.
4. Provide expert, evidence-based advice, policy guidance and reporting across ACTCS to support improved outcomes for Aboriginal & Torres Strait Islander people engaged in the criminal justice system.
5. Facilitate and lead complex projects and change processes that deliver safe, high-quality, trauma-informed and culturally responsive initiatives for Aboriginal and Torres Strait Islander people, their families/kinship groups and communities.
6. Contribute expert cultural oversight to the review and development of frameworks, policies, guidelines and procedures to ensure organisational practices are grounded in contemporary best practice and cultural inclusion.
7. Coordinate and provide expert oversight to ensure ACT Corrective Services business planning, offender reintegration and throughcare approaches align with Aboriginal and Torres Strait Islander strategic priorities. This includes ensuring initiatives are culturally appropriate and developed in partnership with Aboriginal and Torres Strait Islander people, families/kinship groups, communities and relevant service partners across custodial and community settings.
8. Provide expert cultural advice and guidance to operational units to strengthen culturally safe reintegrative practices, supporting capability development and continuous improvement in collaboration with internal and external stakeholders.
9. Undertake additional duties appropriate to this level of classification that contribute to the effective operation, performance and safety outcomes of ACT Corrective Services. This includes providing high-level advice, strategic risk oversight, performance reporting, and evaluation of service effectiveness for the Assistant Commissioner, including oversight of KPI development, effective monitoring of budgets, procurements and contracts and outcomes reporting.

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. **System-level Cultural Knowledge and Expertise**
   Demonstrated authoritative knowledge and deep understanding of Aboriginal and Torres Strait Islander cultures, histories, societies and contemporary realities, including a sophisticated understanding of systemic issues impacting Aboriginal and Torres Strait Islander peoples within the criminal justice system, particularly in the Australian Capital Territory context. This includes the ability to apply cultural knowledge to inform organisational strategy, reform, policy development and decision-making.
2. **Culturally Safe Engagement and Leadership**
   Demonstrated expert ability to communicate respectfully, sensitively and effectively with Aboriginal and Torres Strait Islander peoples, including leading culturally appropriate consultation, negotiation and partnership processes. This includes the capacity to model cultural safety, uphold community-informed approaches, and embed culturally responsive practices within organisational systems.
3. **Strategic Policy, Reform and Change Capability**
   Demonstrated advanced capability in strategic thinking, policy analysis, policy evaluation and development, and complex change management at a whole of organisation or system-level. This includes the ability to provide high-level, evidence-based advice, oversee reform initiatives, evaluate outcomes, and contribute to governance, assurance and continuous improvement frameworks.

Behavioural Capabilities

1. **Strategic Relationship and Stakeholder Leadership**
   Demonstrated high-level interpersonal, negotiation and liaison skills, with the capacity to establish, lead and sustain productive and culturally respectful relationships with a diverse range of stakeholders, including Aboriginal and Torres Strait Islander communities, Aboriginal community-controlled organisations, senior executives, government agencies and service providers.
2. **Leadership and Cultural Stewardship**
   Demonstrated leadership and management capabilities consistent with a Manager / Expert / Specialist role, including the ability to influence without direct authority, provide cultural and professional leadership, support capability development across teams, and foster a culturally inclusive, respectful and safe organisational environment. This includes modelling ethical conduct, accountability, and commitment to Aboriginal and Torres Strait Islander self-determination.
3. **High-Level Communication and Influence**
   Demonstrated advanced written and verbal communication skills, including the ability to

prepare and deliver high-quality advice, reports, briefings and strategic documentation for senior executives and diverse audiences. Demonstrated ability to adapt messaging to influence decision-making, support governance processes, and articulate complex cultural, policy and reform issues clearly and persuasively.

Compliance Requirements / Qualifications

1. This is an identified position in accordance with Section 27(4) of the Public Sector Management Act 1994 and is only open to an Aboriginal and/or Torres Strait Islander person. Aboriginal and/or Torres Strait Islander lived experience, and cultural capability is considered essential and confirmation of Aboriginal or Torres Strait Islander heritage may be requested.
2. Demonstrated experience in senior leadership and management experience within the public sector.
3. Relevant tertiary qualifications and/or equivalent work experience in the criminal justice system is highly desirable.
4. The successful candidate will be required to undergo a criminal record check.
5. Current registration issued under the *Working with Vulnerable People (Background Check) Act 2011* is required.
6. The successful candidate will be required to work in a custodial environment.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Senior Director, Cultural Services (P54048)** 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	Never
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	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	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	Occasionally

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