

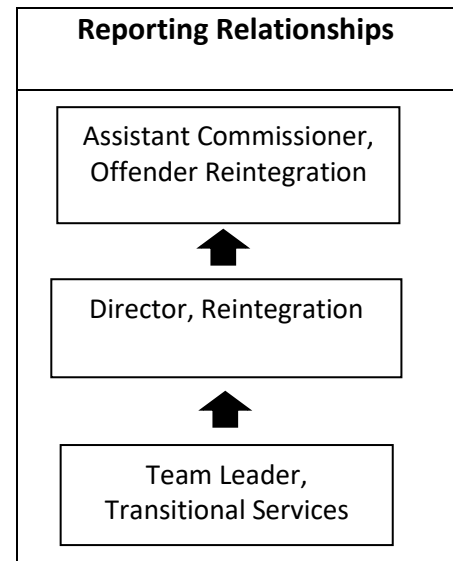


**ACT**  
Government

Justice and Community Safety

# POSITION DESCRIPTION

<b>Directorate</b>	Justice and Community Safety
<b>Business Unit/Agency</b>	ACT Corrective Services
<b>Branch</b>	Offender Reintegration
<b>Position Number</b>	43750
<b>Position Title</b>	Team Leader, Transitional Services
<b>Classification</b>	Senior Officer Grade C (SOC)
<b>Location</b>	Alexander Maconochie Centre, Hume, ACT
<b>Last Reviewed</b>	March 2024



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 demonstrating 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 supports 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 focused; 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
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Fire & Emergency Services
- Minister for Police and Crime Prevention
- Minister for Corrections & Justice Health
- Minister for Human Rights
- Minister for Government Services and Regulatory Reform; and
- Special Minister of State.
- Special Minister of State.

## **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. Services are delivered through the following work areas:

- Case Management; and
- Programs and Specialist Interventions.
- Reintegration and Transitional Services.
- Justice Housing Program.
- Sentence Administration Section.

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.

## **POSITION OVERVIEW**

Based at the Transitional Release Centre (TRC), the Team Leader, Transitional Services, will manage transitional activity within the TRC as well as the wider Alexander Maconochie Centre (AMC), as part of the Transitional Release Program (TRP). The TRC houses low security detainees, usually within the last stages of their sentence, and focuses its work on assisting detainees to reintegrate back into the community. Detainees involved with the TRP, whether accommodated in the AMC or TRC, participate in a range of activities designed to support their pro-social community reintegration.

## **WHAT YOU WILL DO**

1. Contribute to ACTCS achieving its goal to deliver a safe and secure corrections system in which we actively engage detainees and the community to promote positive behavior change.
2. Lead and manage the TRC to achieve effective use of resources (both human and financial) ensuring a positive approach to enhancing reintegrative activity, and supporting the aims of Integrated Offender Management.
3. Working with the Reintegration Manager, plan for, respond to and manage new and emerging strategic issues, projects and proposals, that impact on the operating environment and contemporary offender management including but not limited to programs, internal/external employment, security, risk management and occupational health and safety.
4. Provide high level advice on operational and strategic issues and report on the performance and compliance of the TRC and wider TRP.
5. Develop and maintain positive relationships and culture with key stakeholders (including community, service providers, sentence management officers, employers, detainees and their families) and confidently represent the TRP to external stakeholders and negotiate and influence views relating to complex issues.
6. Coach and mentor staff ensuring the development of positive work ethic towards the TRP philosophy of reintegration, modeling pro-social behavior and challenging poor performance and/or negative attitude.
7. Ensure operational activities within the TRC are maintained; unit security checks; drug and alcohol screening of detainees; searching accommodation units and areas for contraband; facilitating detainee visitations; ensuring the monitoring detainees on work, day or weekend leave; liaising with AMC Intel and custodial management.
8. Liaise closely with detainees, internal and external stakeholders, to support creation of appropriate release plans, including promotion of work release activities and supporting detainees into employment.

9. Scrutinise and evaluate detainee leave applications for work, day and weekend release, with particular consideration given to the community and detainee safety and risk associated with reintegration activity, making recommendations to the Assistant Commissioner, Custodial Operations regarding these applications.
10. 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. Demonstrated experience in Case Management of clients, with an emphasis on individual reintegration needs.
2. Demonstrated ability in managing a quality client service within a custodial environment, balancing the needs of detainees and internal and external stakeholders. This includes the ability to analyse client needs and deliver services which satisfies changing client requirements and the ability to monitor, review and adapt services to meet emerging or identified needs.
3. Demonstrated ability to ensure compliance with legislation in the public sector.

### **Behavioural Capabilities**

1. Demonstrated management skills including the ability to motivate and lead people; facilitate commitment to objectives and required standards; create a cooperative work environment and high performing team.
2. Demonstrated experience in risk management, particularly as it relates to the activities of the TRP within the TRC, which must be considered in the context of management of various types of risk (risk of harm, risk of escape, risk to the community and self, WHS risk, program and project risk).
3. Well-developed written and verbal communication skills, with the ability to adapt communications to a range of audiences and in a range of formats to meet organisational objectives, and experience in the preparation of high quality reports, submissions, high level briefs and correspondence on complex issues.

### **Compliance Requirements/Qualifications**

1. Demonstrated experience and/or willingness to work with offenders and detainees on a daily basis is essential.
2. Relevant tertiary qualifications and/or equivalent correctional experience are desirable.
3. Experience in liaison and negotiation with the public, private and not for profit sector is highly desirable.
4. Eligible candidates will be required to undergo a criminal record check and mandatory Justice and Community Safety training.
5. Eligible candidates will be required to be registered under the *Working with Vulnerable People (Background Checking) Act 2011*.
6. A current ACT driver's licence is required.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Team Leader, Transitional Services (position number 43750) 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	Never
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	Never

<b>PHYSICAL DEMANDS</b>	<b>FREQUENCY</b>
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Never

<b>MANUAL HANDLING</b>	<b>FREQUENCY</b>
Lifting 0 – 5kg	Never
Lifting 5 – 10kg	Never
Lifting 10kg+	Never
Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
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	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	Never

Exposure to potentially distressing case material	Never
---	-------

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Never
Personal Protective Equipment (PPE) required	Never