

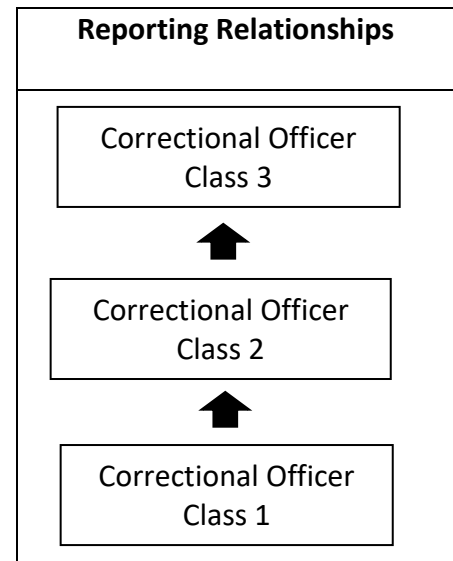


**ACT**  
Government

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>	P32704, Several
<b>Position Title</b>	Correctional Officer
<b>Classification</b>	Correctional Officer Class 1 (COR1)
<b>Location</b>	Court Transport Unit
<b>Last Reviewed</b>	February 2025



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 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**

---

**Custodial Operations** is responsible for the:

- secure operations of the Alexander Machonochie 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 Supervisor (CO2), the Correctional Officer Class 1 will:

1. Perform the functions of a Correctional Officer in accordance with relevant legislation, policies and procedures.
2. Maintain security and order within correctional facilities.
3. Provide care and safe custody of all detainees within correctional facilities.
4. Supervise detainee activities and assist with the day to day running of correctional facilities.
5. Respond to emergencies and incidents.
6. Participate in Case Management and promote detainee rehabilitation by encouraging and facilitating participation in education, programs and pro-social activities.
7. Work in any correctional facility within ACT Corrective Services, as required and maintain records in accordance with the *Territory Records Act 2002*.
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*.

*Note:* This position does not involve direct supervision of staff.

## **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 dealing with a diverse range of people and situations requiring problem solving and relationship management.
2. Ability to supervise offenders and contain incidents which jeopardise safety and security by de-escalating conflicts, responding to complaints with empathy and a service-oriented approach.
3. Proficient in using information technology to produce standard written documents, store and protect information.

### **Behavioural Capabilities**

1. Ability to listen and communicate clearly (verbally and in writing) with a range of stakeholders at all levels, with a focus on client needs and satisfaction.
2. Build and maintain effective professional relationships, in order to work collaboratively and provide a high quality service in line with the team's objectives and client needs.

3. Contribute to workplace safety, value workplace diversity and uphold the principles and values of the public service.

### **Compliance Requirements/Qualifications**

1. Relevant custodial experience or Certificate III in Correctional Practice are essential. If Certificate III in Correctional Practice is not held it must be attained within 12 months of completion of Custodial Recruit Training.
2. Current unrestricted full Driver's licence 'Class C' is essential.
3. Senior First Aid Certificate is essential. *(To be obtained during Custodial Recruit Training).*
4. This position requires the following pre-employment testing:
  - Psychological testing,
  - Language, Literacy, Numeracy and Digital testing,
  - Medical and Functional/Fitness testing
5. This position requires Working with Vulnerable People registration.
6. Successful candidates will be required to undergo a National Police Check.
7. 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.
8. 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 1 (P32704, 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.

<b>ADMINISTRATIVE</b>	<b>FREQUENCY</b>
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

<b>STANDARD HOURS</b>	<b>FREQUENCY</b>
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

<b>SOCIAL DEMANDS</b>	<b>FREQUENCY</b>
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

<b>OTHER</b>	<b>FREQUENCY</b>
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally