

ROLE DESCRIPTION

Programs Officer (Virtual and Face – to – Face Program Coordination Team)

Portfolio	Communities and Justice	
Department	Corrective Services NSW (CSNSW)	
Division/Branch/Unit	Strategic Operations / Community Corrections	
Location	Various	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	TBA	
OSCA Code	261331	
PCAT Code	1119192	
Date of Approval	8 May 2025	Ref: CS0741
Agency Website	www.correctiveservices.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

Primary purpose of the role

Provide Support the Virtual and Face-to-Face Program Coordination Team with the statewide delivery of group based accredited or approved programs to offenders within community locations. The Programs Officer also performs support activities to contribute to the development and delivery of a range of projects in line with established objectives.

Key accountabilities

- Contribute to intake screening, induction, assessment, fundamental support, and case management processes and reporting.
- Maintain program related administrative duties including program allocation, offender participation and attendance, and asset and device management usage and functions.
- Provide group based accredited or approved program content to offenders within virtual settings and community locations.

- Undertake individual engagement with offenders as required.
- Resolve critical or crisis situations by providing information, expertise, support and referrals, and consult with Senior Project Officer (Program Coordination team) when required.
- Provide technical and coordination support and assistance to Community Corrections staff and program participants
- Maintain succinct documentation as required on offenders receiving services and programs, in accordance with the laid down standards on Offender Integrated Management System (OIMS) and in case files.

Key challenges

- Working effectively with a diverse range of offenders, many of whom do not see the need for change, within challenging community settings
- Managing key internal and external relationships, such as with contractors, stakeholders and non-government organisations.

Key relationships

Who	Why
Internal	
Manager / Senior Project Officer (Program Coordination Team)	<ul style="list-style-type: none"> • Provide advice and contribute to decision making regarding projects and issues • Escalate issues and propose solutions • Receive guidance and provide regular updates on projects, issues and priorities
Program Coordination Team	<ul style="list-style-type: none"> • Guide, support, coach and mentor team members • Support team members and work collaboratively to contribute to achieving team outcomes.
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries
Community Corrections staff	<ul style="list-style-type: none"> • In relation to the delivery of programs in community locations
External	
Stakeholders	<ul style="list-style-type: none"> • Develop and maintain effective relationships and open channels of communication • Exchange information and respond to enquiries

Role dimensions

Decision making

The role has autonomy in coordinating and managing their work. The Programs Officer makes decisions on matters under their direct control.

The occupant of the role will consult and work with other team members including the Senior Project Officer / Manager on more complex matters.

Reporting line

This role reports to the Senior Project Officer (Program Coordination Team).

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Thorough knowledge and understanding of the transitional factors affecting offenders and their families.
- Demonstrated ability and experience in assessment, case management and intervention with clients with complex welfare and alcohol and drug related needs
- Demonstrated ability and / or experience in delivering group-based interventions
- Thorough knowledge and understanding of alcohol and other drug dependence and evidenced based interventions.

Essential requirements

- Relevant tertiary qualifications in social work, psychology, mental-health or other human service fields; and /or demonstrated relevant equivalent experience working with family, social and / or drug and alcohol related issues.
- Completed Core Training Pathway for Group Work Facilitators or willingness and ability to complete required Core Training Pathway modules.
- Current NSW drivers licence with ability and willingness to travel throughout NSW
- Ability and willingness to work within a flexible bandwidth as required to support the delivery of programs.

Appointments are subject to reference checks. Some roles may also require the following checks/clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes,




relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.



Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders Stay motivated when tasks become difficult 	Intermediate
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions 	Intermediate





FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> Promote the use of inclusive language and assist others to adjust where necessary Monitor own and others' non-verbal cues and adapt where necessary Write and prepare material that is well structured and easy to follow Communicate routine technical information clearly 	
 <p>Results</p>	<p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances</p>	<ul style="list-style-type: none"> Understand the team and unit objectives and align operational activities accordingly Initiate and develop team goals and plans, and use feedback to inform future planning Respond proactively to changing circumstances and adjust plans and schedules when necessary Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals Accommodate and respond with initiative to changing priorities and operating environments 	Intermediate
 <p>Business Enablers</p>	<p>Technology Understand and use available technologies to maximise efficiencies and effectiveness</p>	<ul style="list-style-type: none"> Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks Use available technology to improve individual performance and effectiveness Make effective use of records, information and knowledge management functions and systems Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies 	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	Capability Name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational