



## COMMUNITY CORRECTIONS DUTIES AND PROGRESSION CRITERIA

This document rescinds and replaces the agreement made on 4 June 2010.

### **Duties**

#### ***Community Corrections Officer (A&C Grade 5 Year 1 to A&C Grade 6 Year 2) - CCO***

- May work in either the community or in a parole unit;
- Manage and maintain a caseload;
- Assessments;
- Report writing;
- Supervision and case management of offenders;
- Home visits (if applicable);
- Comply with Departmental policies and procedures;
- Contribute to, and assist the Community Corrections Office/Parole Unit to achieve its Key Performance Indicators;
- Perform the co-facilitation role in regard to offender programs.

#### ***Senior Community Corrections Officer (A&C Grade 7) - SCCO***

- The role of a Senior Community Corrections Officer incorporates the duties identified within the Community Corrections Officer role, with the addition of:
  - Manage a caseload of more complex offenders
  - Perform a quality assurance role in relation offender management, for example, by contributing to local implementation of offender management Standards, KPIs, and policy; and involvement in peer reviews against operational standards
  - Provide professional mentoring and support to Community Corrections Officers
  - Review and approve case plans and assessments
  - Vet reports prepared for court and releasing authorities.

- Provide guidance, on the job training and professional development for Community Corrections Officers (with the exception of first year trainee officers), with responsibility for the satisfactory performance of officers under their professional supervision. This includes ensuring that CCOs under their supervision provide offenders on their case load with hours of intervention and offender related work equivalent to the hours allocated under the workload model, and comply with Corrective Services NSW policy and standards;
- Undertake caseload reviews with Community Corrections Officers;
- Assist Community Corrections Officers to plan and manage their workload, including home visits;
- Contribute to, and assist the Community Corrections Office/Parole Unit to achieve its monthly Key Performance Indicators.
- Perform the co-facilitation role in relation to offender programs

NB: Any work involving the review of case plans / assessments / reports is to be undertaken within the context of peer review, mentoring, professional development purposes, or where a Unit Leader is temporarily absent. Such work must be taken into account with respect to the SCCO's other workload demands. The SCCO is not to be utilised in a management / supervisor role.

### **Unit Leaders**

- The workload of the Unit Leader may include the requirement to carry a case load of up to 140 hours in a 4 week period (which may be adjusted according to the needs of the office and/or the number of Community Corrections Officers and Senior Community Corrections Officers supervised at any time). This case load is to be comprised of more complex cases which may include high risk offenders managed at the Community Corrections Office. The Unit Leader's case load may be adjusted to facilitate this;
- Supervise a small team of first year trainee officers (and/or Community Corrections Officers/and Senior Community Corrections Officers) including reviewing and approving all work, including case plans, assessments and reports; undertake reviews of the case plans, assessments and reports of Senior Community Corrections Officers and peer reviews of the work of other Unit Leaders within their office and/or within their cluster;
- Provide guidance, on the job training and professional development for first year trainee officers, including assessment of first year trainee officers, with responsibility for the satisfactory performance of officers under their professional supervision. This includes ensuring that officers under their supervision provide offenders on their case load with hours of intervention and offender related work equivalent to the hours allocated under the workload model, and comply with Corrective Services NSW policy and standards;
- Undertake caseload reviews with first year trainee officers and Senior Community Corrections Officers, and peer reviews of the caseloads of other Unit Leaders;

- Undertake workload reviews of first year trainee officers, Senior Community Corrections Officers and peer reviews of other Unit Leaders to ensure that the hours expended on each offender in interventions and offender related work are equivalent to the workload hours allocated as per the workload model.
- Assist first year trainee officers and Senior Community Corrections Officers to plan and manage their workload, including home visits;
- Perform a quality assurance role in relation to the officers supervised and other Unit Leaders within the office and cluster as required, which may include undertaking inter-office audits;
- Undertake the allocation of cases on a 6 monthly rotational basis in Community Corrections Offices. Their case load will be adjusted accordingly;
- Contribute to, and assist the Community Corrections Office/Parole Unit to achieve its monthly Key Performance Indicators.

## **PROGRESSION REQUIREMENTS**

### **Community Corrections Officer (A&C Grade 5 Year 1 to A&C Grade 6 Year 2)**

- Normal incremental progression criteria apply, including satisfactory conduct and services.

### **Senior Community Corrections Officer (A&C Grade 7)**

Senior Community Corrections Officers (SCCOs) fulfil an important role and staff seeking progression to SCCO will need to demonstrate diverse knowledge and a depth of experience in the management of offenders in the community. This can be demonstrated by your nomination of various roles you have performed. You must be able to provide details of a manager or supervisor who can confirm ***satisfactory performance*** in these roles.

## **PRE-REQUISITES**

1. Staff must have completed a minimum of 12 months service at A&C Grade 6 Year 2 rate (or above) as a Community Corrections Officer
2. Confirmed satisfactory performance as a generalist Community Corrections Officer (including interstate or international experience)

Note that Community Corrections Officer (including generalist) may incorporate work undertaken in the roles of Compliance and Monitoring Officer or Probation and Parole Officer.

## **OTHER REQUIREMENTS:**

In addition to the above pre-requisites, staff must also demonstrate experience in a combination of the following roles.

This must include;

At least 12 months satisfactory performance in any two of the roles, OR

At least 12 months satisfactory performance in one of the roles, and 6 months in any two of the roles

An overall total of 24 months must be completed in meeting these criteria.

- Institutional parole work.
- Rural and remote locations. (see below)
- CSO organiser (including satisfactory completion of training).
- Court duty officer.
- Extended Supervision Orders.
- Home Detention.
- Intensive Correction Orders.
- Relieving officer.
- Drug Court.
- Program facilitator/co-facilitator.
- Higher duties role with responsibility for supervision/mentoring of other Community Corrections staff; eg Unit Leader, Manager.
- OPTU Academy trainer (Community Corrections training)
- Project Officer, working on Community Corrections work.
- Policy Officer, working on Community Corrections policy.
- Community Corrections representative on the State Parole Authority.

Performance in these roles can be accumulated over separate time periods to meet the minimum 12 / 6 month requirement, but must have occurred within the last five years. For example, having co-facilitated programs on a number of separate occasions over this time.

## **EVIDENCE:**

- Applicants are required to submit evidence supporting their claim that they have successfully completed these roles. Evidence should include examples of the outcomes achieved in each role and the overall length of time in each role.
- Evidence must not exceed one page per placement/experience.
- Applicants must complete the attached Submission form where they will nominate the details of a verifying supervisor for each of their nominated roles.
- If your verifying manager/supervisor is no longer able to be contacted, please note that you may be required to provide the contact details of an alternative verifying manager/supervisor.

## **Rural and remote locations**

Rural and remote locations are defined as:

Any location within the area defined as rural / remote by clause 39.2 of the *Crown Employees (Public Service Conditions of Employment) Award 2009*; or defined as Outer regional, remote, or very remote within the *Australian Statistical Geographical Classification (ASGC) Remoteness Area Correspondences, 2011*.

These locations include:

Armidale, Bega, Bourke, Broken Hill, Casino, Cooma, Coonamble, Forbes, Glen Innes, Inverell, Griffith, Gunnedah, Moree, Tumut, Wellington, and Young.

Officers may also provide evidence of working in a rural and remote location where they have serviced a community which is within the above definitions. For example, provision of services to Deniliquin, Moama or Finley from Albury.

Alternately, some offices may not be located within a rural / remote area, but may provide regular services to such (eg, via a reporting centre). In these cases, staff should demonstrate that they have relevant experience providing service to the rural / remote area.