



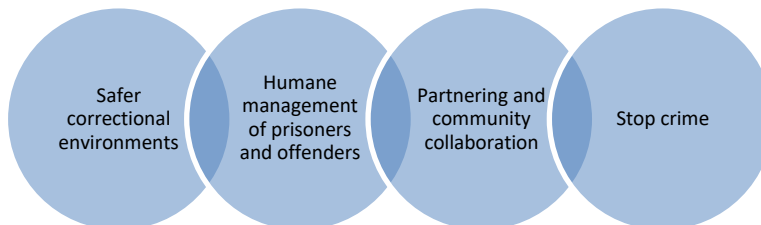
# Custodial Correctional Officer

Position details			
Command	Custodial Operations	Locations	Lockyer Valley Correctional Centre and Southern Qld Correctional Centre
Classification	General Stream (GS1-1 to GS1-9)	Salary per fortnight	\$3,470.91 to \$4,234.48 (includes shift allowances and superannuation)
Type of vacancies	Permanent Fulltime	Salary per annum	\$90,552.13 to \$110,473.18 (includes shift allowances and superannuation)
Reports to	Correctional Supervisor	No. direct reports	Nil
Contact name	SQCP-S2 Recruitment Team	Contact position title	SQCP-S2 Recruitment Team
Telephone	3565 7696	Closing date	Wednesday, 23 <sup>rd</sup> October 2024
Job Ad Ref	QLD/520233/24		

## About Queensland Corrective Services

### Who we are

At Queensland Corrective Services we strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace. Our strategic objectives are:



### Our vision

To enhance the safety of Queenslanders through modern, sustainable and evidence-based corrective services to maximise rehabilitation and reduce recidivism.

### Our purpose

To provide safe, modern, and responsive correctional services which rehabilitate prisoners and offenders and prevent crime making Queensland safer.

### Our values

The following values underpin behaviours that will support, transform and enable better ways of working.

**Professionalism:** We are a responsive criminal justice agency providing the highest standards of service delivery through diligence, efficiency, collaboration, sharing of knowledge and supporting our co-workers, stakeholders, the community, prisoners and offenders.

**Integrity:** We inspire trust by acting ethically at all times, acting with honesty and truthfulness and treating prisoners and offenders with dignity and respect.

**Accountability:** We are publicly accountable for the provision of community safety through our actions and preparedness to justify our decisions.

**Innovation:** We seek to continually improve through innovation, evidence-based best practice and research to improve correctional services.

## Our people

Capable and professional people delivering responsive services; our greatest strength is the diversity, talent and dedication of our people and our commitment to supporting them.

## Our organisational structure

Queensland Corrective Services is comprised of four divisions and the Office of the Commissioner:

- Custodial Operations
- Community Corrections and Specialist Operations
- Organisational Capability
- Workforce Culture, Integrity and Capability

Our Queensland Corrective Services organisational structure can be viewed [here](#).

## About the Command

Correctional centres are responsible for the delivery of custodial services across Queensland. People in custody are supervised in either high or low security correctional centres. High security centres provide for the management of adult prisoners held in secure custody correctional centres across Queensland.

### Lockyer Valley Correctional Centre:

The Lockyer Valley Correctional Centre is currently under construction. When complete in 2024, it will be a men's facility that will focus on rehabilitation to reduce offending.

### Southern Queensland Correctional Centre:

Southern Queensland Correctional Centre is a women's facility that provides high security placement accommodation for sentenced and remand women that are classified as high or low security.

## About the Role

In the role of **Custodial Correctional Officer**, you will contribute to the safe, secure and efficient operation of the correctional centre or facility (including court, hospital or external escorts). You will act as a role model for prisoners and encourage them, to amend their behaviours to support rehabilitation.

The QCS values of (professionalism, integrity, accountability and innovation) and the [Corrections 2030](#) Keeping our community safe principles of Safety, Excellence, Empowerment, Respect and Accountability provide clarity about what QCS aspires to achieve and the significant contribution that the **Custodial Correctional Officer** role plays in working with our prisoner population and in keeping our community safe.

In this role you will:

- Perform a range of duties to provide the safety, security, welfare and rehabilitation of prisoners in compliance with legislation, policy and procedures, including but not limited to:
  - staffing the various designated areas in the correctional centre
  - restraint and control of non-compliant prisoners
  - escort and supervision of prisoners in directed, recreational and industry activities
  - respond to incidences and manage prisoner behaviour
  - identify and monitor at-risk prisoners
  - undertake searches for prohibited item/s
  - Report writing
- Supervise and manage prisoners by ensuring all activities are conducted in accordance with Custodial Operations Practice Directives (COPDs) and that safe practices are employed to ensure maximisation of prisoner security, and minimisation of incidents and accidents.
- Undertake all custody related administrative duties required in the course of duty, such as clear and detailed reports in regard to daily occurrences, which contributes to the effective operation of the correctional centre.



- Develop and maintain productive working relationships with colleagues, management, professionals and other public safety agencies.
- Communicate with and give directions to prisoners in a respectful and motivational manner, respond to prisoner complaints or requests and provide pro-active assistance and guidance to prisoners as required.
- Support prisoner rehabilitation by providing motivation, encouragement and support during their time in prison, with consideration for cultural differences

## Role Fit

Within the context of the role responsibilities described above under “About the role”, the ideal applicant will be someone who can competitively demonstrate their knowledge, skills and experiences and their suitability against the [Leadership competencies for Queensland \(Individual Contributor\)](#): Vision, Results and Accountability in the context of the essential requirements for this role:

- **Verbal communication** - Assesses audience and provides appropriately tailored and clear information and explanations to a range of individuals and groups, in an effective and confident manner, dealing with challenging behaviour appropriately.
- **Written communication** - Produce a range of standard written documents, providing clear information and using language appropriate to the audience. Treats sensitive information appropriately when drafting documents.
- **Interpersonal skills** - Delivers information to prisoners and colleagues in a professional and appropriate manner, building rapport with others in order to understand issues and suggest courses of action appropriate to their needs.
- **Problem solving** - Solves problems based on operational guidelines, knowledge and experience, scanning for useful information, looking for underlying causes, and suggesting potential improvements to supervisor.
- **Conflict management** - Confidently assesses conflict situations and applies sound judgement and knowledge of guidelines and procedures to effectively manage conflict.
- **Computer skills** - Effectively use departmental computer systems for word processing, email, specialised programs, and internet and intranet functions.
- **Resilience** - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems.
- **Initiative and accountability** - Takes responsibility for actions and proactively implements work plan and addresses issues.
- **Empathy and cultural awareness** - Demonstrates an interest in and an appreciation of a range of different cultures and actively seeks to understand and effectively address the issues and views of others.

## Qualifications, professional registration, conditions and other requirements

- Certificate in Apply First Aid (HLTAID003). You must obtain this qualification prior to appointment.
- The incumbent must hold a current C class driver license.

## How to apply

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- Your current curriculum vitae/resume outlining how your knowledge, skills and experiences make you a competitive candidate for this role.

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.

Applying online through the Smart Jobs and Careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'My SmartJob' account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

If you do not have internet access and are unable to submit your application online please contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the QSS Customer Support Team on the number above to arrange this.

Hand delivered applications will not be accepted.

### **Respect in the workplace**

Queensland Corrective Services values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. All employees of Queensland Corrective Services must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying. Queensland Corrective Services is an employer of choice and an equal opportunity employer.

### **Human Rights Act 2019**

Queensland Corrective Services is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, Queensland Corrective Services has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights. When making a decision about recruitment and selection, decision-makers must comply with that obligation.

Further information about the Human Rights Act 2019 is available at:

<https://www.qhrc.qld.gov.au/your-rights/human-rights-law>

<https://www.forgov.qld.gov.au/humanrights>

### **Criminal history checks**

Criminal history checks will be undertaken by Queensland Corrective Services on preferred applicant(s). Applicants seeking appointment in Queensland Corrective Services are required to disclose any criminal histories and/or charges (including convictions which are not recorded), usually at time of interview, as per the provisions of the *Criminal Law (Rehabilitation of Offenders) Act 1986*, section 9A(1). A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment with the Department. Queensland Corrective Services will obtain information from the Queensland Police Service on whether an applicant is under investigation for a serious offence and, if necessary, information can be obtained concerning the person.

### **Pre-employment checks**

Pre-employment checking may be conducted on preferred applicants before placement. They are used to verify that the information provided by the applicant in the selection processes is true and accurate. Queensland Corrective Services pre-employment check includes an Integrity check of past performance or previous discipline history to ascertain suitability of employment.

## **Employee obligations**

### **Occupational Health and Safety**

Queensland Corrective Services aims to maintain a safe, health and secure environment for all employees, visitors and contractors. Achieving this aim is the responsibility of all.

### **Disclosure of any pre-existing injury or medical condition**

Applicants may be required to disclose any pre-existing injury or medical condition of which they suspect would be aggravated by performing the role. Details are available in sections 571(b) of the *Workers' Compensation and Rehabilitation Act 2003* (<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027#ch.14-pt.1-div.1>). Please refer to the Applicant Information pack for the further information.

### **Additional Information**

Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment.

It is condition of employment that, prior to commencing work in the role of Custodial Correctional Officer, applicants will be required to successfully complete the paid compulsory ten (10) week Custodial Officer Entry Program (COEP) and must successfully complete a Certificate III in Correctional Practice (Custodial) offered by QCS during their first year of employment.

A Custodial Correctional Officer will be required to work a pattern of work in accordance with a roster established by Queensland Corrective Services. As an example, high and low security centres have a 24 /7 operating environment and the patterns of work cover Monday – Sunday, night/day/public holiday shifts.

A probation period of 12 months applies.

The role description provides the minimum requirements for the role. The incumbent may be required to undertake other duties as required.

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicle.