



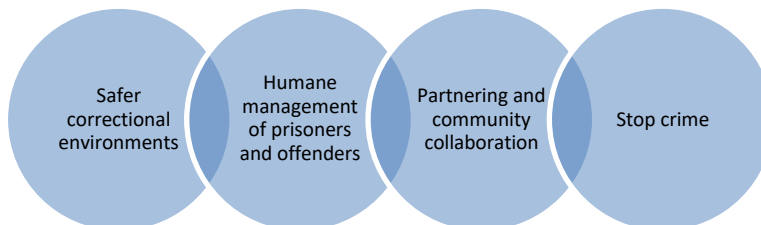
# Probation Services Officer

Position details			
Command	Community Corrections	Location	Emerald, Cooktown, Thursday Island, Weipa, Cannonvale, Doomadgee, Mornington Island, Charleville, Dalby, Kingaroy, Roma or Warwick
Classification	AO4	Salary per fortnight	\$3,331.20 to \$3,652.80
Type of vacancies	Temporary full-time	Salary per annum	\$86,908 to \$95,298
Reports to	District Manager	No. direct reports	0
Contact name	Talent Acquisition Group	Contact position title	Talent Acquisition Group
Telephone	3565 7252	Closing date	Thursday, 24 <sup>th</sup> July 2025
Job Ad Ref	QLD/579531/24		

## 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

Community Corrections is responsible for supervising adult offenders in the community. Community Corrections is divided into seven regions each with a number of district offices and reporting centres. Community Corrections staff aim to protect the community and reduce re-offending by supervising offenders in the community in which they live and encourage offenders to adopt more pro-social attitudes and behaviours

### About the Role

The Probation Services Officer ensures a high level of community safety through ensuring offender compliance with the reporting requirements and conditions of community-based orders and reparation orders through supervising and case managing offenders. The role also undertakes court administration duties for the office and has an equal focus upon actively maintaining community networks and ongoing relationship development with stakeholders to ensure sustainable community service projects

In this role you will:

- Ensure supervision and monitoring of offenders on reparation and/or other orders in accordance with legislation and operating practice guidelines.
- Undertake direct interaction with offenders regarding the resolution of issues pertaining to reporting requirements and their ability to comply with order conditions.
- Identify and respond appropriately to risks arising from offender management including appropriate liaison with management as required.
- Understand and execute responsibilities in accordance with governance mechanisms to deliver compliance and support business improvement.
- Ensure the timely provision of service and advice to courts, boards and other agencies regarding offenders.
- Complete the administration of contravention documentation for offenders subject to community-based orders and/or other orders in consultation with Case Management Officers.
- Contribute to case management and sentence management activities for offenders.
- Demonstrate skills in report writing and case noting to a professional standard expected for the audience of both internal and external stakeholders.
- Develop productive relationships with service providers and the community generally to enhance the community's regard for probation and parole services.
- Conduct drug testing of offenders and maintain accurate statistics as required.
- Prepare accurate and timely breach documentation.
- Execute duties as an officer of the Court.
- Ensure security, maintenance, accuracy, access and appropriateness of case notes and intervention reports for appropriate staff and approved internal and external authorities.
- Supervise offenders participating in community service work and undertake other surveillance activities as required within the district office;



- Develop and maintain relationships with key community stakeholder groups, community service sites, service providers and the community generally to enhance the community's regard for offender reparation.
- Assisting offenders for readiness and participation at community service project sites.
- Conduct quality control processes such as auditing of offender case-loads and completing annual workplace health and safety audits of community service site projects.
- Demonstrated ability to work within a small team environment and rely upon a generic skill-set to assist performance outcomes related to offender management.
- Emotional resilience to self-regulate and balance personal challenges that may arise whilst working and living in some of Queensland's most isolated communities.
- A genuine commitment to invest in the community and understand remote protocols including the multicultural offender profile and promote a positive image of QCS.

## 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:

The essential requirements for this role are:

- Planning and organising skills to ensure tasks are completed within deadlines; that requires work completion autonomously and as part of a team.
- Interpersonal and negotiation skills to support service delivery in an environment where engagement with a range of internal and external stakeholders is critical; and
- Awareness for sensitivity and confidentiality of issues and information and a commitment to maintaining personal compliance with legislative provisions relating to confidentiality and privacy
- Strong communication skills and experience in conducting difficult conversations, problem solving and negotiating resolutions

## Qualifications, professional registration, conditions and other requirements

- There is no mandatory qualification for appointment to this position but degree qualified graduates from the human services disciplines will be highly regarded.
- The incumbent may be required to travel on official business and the possession of a C class licence is required, and will be mandatory in specific locations where it is identified as essential by the hiring panel.
- Individuals employed on a permanent or temporary basis will be required to complete Certificate IV in Correctional Practice (Community). All activities and assessments associated with the Certificate IV are to be completed within 12 months of commencing their employment, and certification achieved within 18 months.
- The incumbent will be required to undertake training relevant to the position which will include urinalysis testing, court duties and other training identified for operational service delivery as relevant for the district by the Delegate.

## How to apply

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

- A **cover letter** (1-2 pages maximum) outlining how your knowledge, skills and experiences make you a competitive candidate against the [Leadership competencies for Queensland \(Individual contributor\)](#): Vision, Results and Accountability within the context of the essential requirements 'role fit' and responsibilities described under 'about the role'.
- Your **current curriculum vitae/resume**, including two referees who can attest to your performance and conduct in the workplace. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.

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.

#### Additional Information

- Applicants are encouraged to read the *Queensland Corrective Services Applicant Information Guide* contained within the role advertisement. This Guide includes information on employee benefits, employment screening, applying for the role, the selection process and other additional information.
- The role description provides the minimum requirements for the role. The incumbent may be required to undertake other duties as required. There may be instances where the incumbent will be required to work hours outside the normal work hours.
- A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicle.
- Where a subsequent or recurring vacancy arises, either from the same centre/location or different centre/location from the advertised position, the vacancy may be filled from the order of suitability used to fill the original position. Applications will remain current for up to 12 months after the closing date.

