



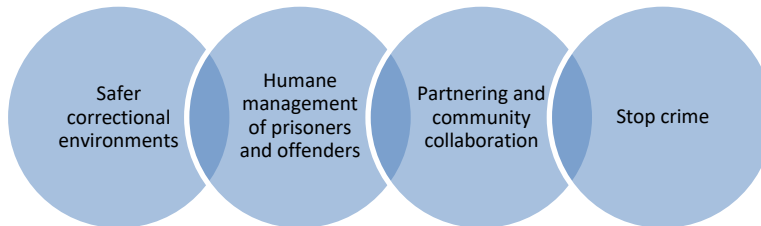
Accommodation Services Officer

Position details			
Command	Community Corrections	Location	Wacol
Classification	OO4	Salary per fortnight	\$46.69 to \$51.09 p/h
Type of vacancies	Casual, Multiple positions	Salary per annum	\$46.69 to \$51.09 p/h
Reports to	Manager, Accommodation, HROMU	No. direct reports	0
Contact name	Tracey Brisbane	Contact position title	Accommodation Manager
Telephone	3727 9845	Closing date	Thursday, 23 rd October 2025
Job Ad Ref	QLD/598641/24		

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 centers. 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.

The High Risk Offender Management Unit (HROMU) team based in Brisbane, Townsville and Rockhampton are responsible for the management of offenders subject to a supervision order pursuant to the *Dangerous Prisoners (Sexual Offenders) Act 2003* (DPSOA) residing in Queensland. These offenders have been convicted of and completed their sentence for serious sexual offences which may include violent sexual offences and/or offences against children. HROMU is responsible for the electronic monitoring of offenders on DPSOA orders, parole orders and youths subject to bail monitoring conditions. Further HROMU conducts relevant field and surveillance activities of DPSOA offenders including home visits, substance testing and active monitoring.

HROMU comprises of the following work groups:

- Strategic Risk and Support, including the Clinical Support Unit; responsible for key agency functions associated with the DPSOA legislation.
- HROMU Operations SEQ, operating from the Wacol area and responsible for the management of offenders under the DPSOA across Brisbane and Southeast Queensland.
- HROMU Central to Far Northern, operating from Townsville and Rockhampton is responsible for the management of offenders under the DPSOA across Central, Northern and Far Northern regions; and
- The Electronic Monitoring and Surveillance Unit (EMSU), responsible for the state-wide GPS offender monitoring program. GPS offender monitoring technology is currently applied to offenders supervised under the *Dangerous Prisoners (Sexual Offenders) Act 2003*, offenders subject to parole supervision and youths subject to bail monitoring conditions. EMSU also conducts relevant field and surveillance activities of DPSOA offenders including home visits, substance testing and active monitoring.

About the Role

The Accommodation Services Officer will provide support and assistance to offenders subject to a DPSOA Order residing in temporary contingency accommodation to develop the living skills required for effective and safe reintegration into the community. The role will facilitate reintegration activities, in addition to monitoring offenders to ensure compliance with supervision order and contingency accommodation requirements.

In this role you will:

- Undertake direct interactions with offenders with complex needs residing in temporary contingency accommodation on a variety of matters including daily living needs, household duties, accommodation requirements and maintenance requests.
- Perform activities identified within case management plans and deliver practical skills workshops based on offenders needs and goals.
- Liaise effectively with service providers, stakeholders, and other community agencies, and support approved stakeholder engagement with offenders.
- Monitor and encourage offender's compliance with contingency accommodation requirements.
- Uphold accommodation operations, procedures, and policies to ensure the security and safety of the environment for offenders, staff, and visitors.



- Undertake surveillance activities including live monitoring of CCTV, accommodation patrols, review of Electronic Monitoring (EM) movements, urinalysis/breath testing, home visits, transport, and escorts of offenders into the community.
- Respond to emergencies or incidents on the precinct or within the community as required.
- Report and document breaches of the supervision order and contingency accommodation requirements.
- Write accurate reports and case notes to a professional standard.

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:

- **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** – Prepare succinct and accurate documents in a timely manner.
- **Stakeholder engagement** – Engages with a variety of stakeholders and external service providers to achieve positive outcomes.
- **Interpersonal skills** - Delivers information to offenders and colleagues in a professional and appropriate manner, engages respectfully, 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 and knowledge, gathers information to inform decision making and appropriately elevates risk to management.
- **Conflict management** - Confidently assesses conflict situations and applies sound judgement and knowledge of guidelines and procedures to effectively manage conflict.
- **Governance** – Knowledge, interpretation and application of relevant legislation, policies, and procedures.
- **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.
- **Empathy and cultural awareness** - Demonstrates an interest in and an appreciation and respect for a range of different cultures and actively seeks to understand and effectively engage with others.

Qualifications, professional registration, conditions, and other requirements

- Experience in a criminal justice environment, human services or other regulatory agency will be highly desired.
- The incumbent will be required to undertake and successfully complete internal pre-service training and associated accreditations, and ongoing training and professional development relevant to the role.
- Possession of C Class driver’s license
- This position involves shift work as the role supports the 24/7 monitoring of offenders in the community. Shift penalties apply.

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 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 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 vehicles.
- 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 merit used to fill the original position. Applications will remain current for up to 12 months after the closing date.

