



Custodial Correctional Officer

Role Description

Custodial Correctional Officer

Business Unit/Centre	Various	Classification	General stream (GS) 1
Command	Custodial Operations	Salary	\$2,936.50 - \$4,547.33 (includes superannuation) per fortnight \$76,584 - \$118,635 (Includes superannuation) per annum
Location	Brisbane, Ipswich, Spring Creek, Woodford, Maryborough, Mareeba, Rockhampton, Townsville,	Vacancy Type	Permanent full-time
Reports to	Correctional Supervisor	Direct reports	Nil
Job Ad Ref	QLD/669841CAP/25	Closing date	Tuesday, 10 th November 2026 (12 month continuous applicant pool)

About Queensland Corrective Services (QCS)

QCS provides safe, modern, and responsive correctional services which rehabilitate prisoners and offenders and prevent crime making Queensland safer. QCS staff come from all walks of life and are united by the rewarding, exciting and dynamic lifestyle of working in corrective services.

The QCS values of **Professional, Ethical, and Respectful** underpin our ways of working. QCS 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

Learn more about working for QCS in the Queensland Corrective Services Applicant Information Guide.

About the Division

The Custodial Operation Division is responsible for providing strategic oversight, governance and support for the effective delivery of 24/7 custodial services for public sector operated correctional facilities in Queensland. Custodial Operations is responsible for developing and monitoring performance standards for the delivery of probation and parole and custodial services throughout Queensland through key functional areas of operational practice and governance compliance and risk.

About the Command

Southern, Central and Northern Region Command, Custodial Operations Division is 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.

About the Role

In this role 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.

The **primary accountabilities** of the Custodial Correctional Officer include:

- 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
 - applying control measures for uncooperative 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
- 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.
- Assist in prisoner rehabilitation by offering motivation, guidance, and support throughout their sentence, while respecting and acknowledging cultural diversity.
- Successful applicants will be required to enrol in, and complete, a Certificate III in Correctional Practice (Custodial) as part of their employment (Delivered by Queensland Corrective Services RTO# 5292).

The role description provides the minimum requirements for the role. The incumbent may be required to undertake other duties as required outside of these primary accountabilities.

Role suitability

Within the context of the role accountabilities described in **About the Role**, the most suitable applicant will demonstrate their applied knowledge, skills and experiences against these **essential role requirements** of the [Leadership competencies for Queensland](#) (Individual Contributor): Vision, Results and Accountability in the context of the essential requirements for this role:

- **Verbal communication:** Communicates clearly and confidently with different people, adapting to the audience and handling difficult behaviour appropriately.
- **Written communication** - Create clear and accurate documents using language suited to the intended audience, while handling sensitive information with care.
- **Interpersonal skills** - Communicates professionally and respectfully with both prisoners and colleagues, builds trust and rapport, and works to understand their needs to offer suitable support or solutions.
- **Problem solving** - Identifies and addresses issues using operational knowledge and experience, investigates root causes, and offers practical solutions or suggestions for improvement to supervisors.
- **Conflict management** - Effectively evaluates conflict situations and uses sound judgment, along with knowledge of policies and procedures, to manage and resolve issues with confidence.

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- **Computer skills** - Confidently operate departmental systems for tasks such as word processing, email communication, using specialised software, and navigating both internet and intranet platforms.
- **Resilience** - Stays focused on goals and continues working through challenges, handling setbacks with determination and composure.
- **Initiative and accountability** - Owns their actions, follows through with planned tasks, and actively works to resolve issues as they arise.
- **Empathy and cultural awareness** - Values and respects cultural diversity, actively engaging with different perspectives to understand and respond to others' needs in a thoughtful and inclusive way.

Mandatory requirements

The following mandatory requirements apply to this role:

- Certificate in Provide First Aid (HLTAID011). You must obtain this qualification prior to appointment.
- The incumbent must hold a current C class driver license.

Other conditions and requirements

There may be instances where the incumbent will be required to work hours outside the normal work hours, undertake travel to other locations, or temporarily work from an alternate location.

How to apply

Please refer to the Queensland Corrective Services Applicant Information Guide for instructions about how to complete and submit your application via the SmartJobs and careers website.

Additional Information

Applicants should read the Queensland Corrective Services Applicant Information Guide contained within the job advertisement and available at www.corrections.qld.gov.au/careers. This guide includes information about working for QCS, employee benefits, mandatory pre-employment screening, how to apply, the selection process and other additional information.

Where a subsequent or recurring vacancy arises, either from the same location or different location from the advertised position, the vacancy may be filled from the suitability pool used to fill the original position. Applications will remain current for up to 12 months after the closing date of the advertised vacancy.

