Probation Services Officer

Role Description

Probation Services Officer

Business Unit/Centre	Community Corrections	Classification	AO4
Command	Community Corrections	Salary	$3,483.00 to $3,817.00 per fortnight $90,868 to $99,582 per annum
Location	North West Qld, Wide Bay, Darling Downs - Maranoa, Far North Qld, Mackay region, Rockhampton region, Central West Qld, South West Qld	Vacancy Type	Fixed term temporary
Reports to	District Manager	Direct reports	Nil
Job Ad Ref	QLD/695996/26	Closing date	Friday, 23rd July 2027

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

Community Corrections is responsible for the supervision of adults who have been sentenced to a community-based order by the courts or released to parole by Parole Board Queensland. Community Corrections, including the High Risk Offender Management Unit (HROMU) has a strong commitment to keeping communities safe, and reducing the risk of re-offending by facilitating positive behavioural change in supervised individuals to enable them to lead more productive crime-free lives. Community Corrections and HROMU also ensures the conditions and requirements of orders are adhered to by applying a range of risk management strategies.

About the Command

On any given day Community Corrections is responsible for supervising approximately 18,000 individuals in the community. Approximately 3,300 of these are Indigenous and 3,200 are female. Community Corrections is divided into seven regions with 34 district offices and 133 reporting centres. As part of QCS' commitment to reducing the overrepresentation of Indigenous people in custody, QCS has permanent Community Corrections reporting offices in a number of remote Aboriginal and Torres Strait Islander communities including Mornington Island, Normanton, Doomadgee, Thursday Island, Weipa, Aurukun, Cooktown, Palm Island and Woorabinda. Community Corrections staff aim to protect the community and reduce re-offending by supervising individuals in the community in which they live and encouraging them to adopt more pro-social attitudes and behaviours.

About the Role

In this role you will ensure 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

The **primary accountabilities** of the Probation Services Officer include:

- 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.

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

This role is an Individual Contributor under the Leadership Competencies for Queensland framework.

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 Individual Contributor leadership stream:

- 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

Other conditions and 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

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.

Queensland Corrective Services is committed to building a diverse and inclusive workforce that reflects our community and ensures fair opportunities for all applicants. We welcome applicants to share with the Recruitment Team any health conditions, disabilities, or cultural and linguistic backgrounds so that we can make the necessary adjustments to support equitable participation throughout the recruitment process.

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.