



JOB DESCRIPTION

Job Title:	Community Work Supervisor
Group:	Corrections Services
Reports to:	Service Manager
Location:	Community Work Centre
Date:	December 2007 (reformatted December 2012)

ORGANISATIONAL OVERVIEW

At the Department of Corrections our goal is to reduce re-offending, and underlying this is a strong commitment to public safety.

Our people care about our communities and want to make New Zealand a safer place to be. We do this by helping people lead crime-free lives, which means fewer victims and safer communities.

Corrections' core role of managing the custodial and community-based sentences imposed by the Courts gives us the opportunity to change lives and shape futures. Of the 8,000 people who work at Corrections, the majority work directly with offenders in a variety of roles including probation officers, corrections officers, case managers, programme facilitators, nurses, community work supervisors, instructors and psychologists.

The Department of Corrections manages 18 prisons located from Northland to Invercargill and 160 Community Corrections sites in towns and cities across New Zealand where probation staff manages people serving non-custodial sentences and orders such as community work, home detention or parole.

The vast majority of the offenders the department works with live in the community, and most of those sentenced to a term of imprisonment will be released at some stage. Therefore it is in all our interests to ensure that when people leave Corrections they have the support and skills they need to live a crime-free life. We do this through targeted rehabilitation and reintegration, treatment, education and trade-training opportunities for offenders that will reduce the likelihood of re-offending.

You can help change lives and shape futures too.

For more information go to www.corrections.govt.nz.

ROLE PURPOSE

The sentence of community work provides:

- Reparation to the community
- A pro social and culturally responsive environment

- An opportunity for offenders to acquire or improve work and social skills.

The purpose of this position is to supervise offenders assigned to community work group placements and to manage work projects.

KEY ACCOUNTABILITIES

Key Accountability Areas:

Supervise and Manage Offenders Assigned to Work Projects

- Supervise work parties on allocated duty days.
- Complete daily attendance sheet at the end of the day, record hours completed and comment on performance. Maybe required to enter attendance information into IOMS.
- Contribute to the development of work skills and work habits of offenders through pro-social modelling and coaching the skills required for the project.
- Instruct/coach offenders in the correct use and storage of tools and equipment.
- Identify and action appropriate incentives so that offenders comply with the sentence.
- Manage situations requiring discipline with appropriate use of authority and in accordance with organisational requirements, recommending to Probation Officers/Senior Community Work Supervisors the appropriate action to be taken in response to matters such as lateness, sickness, incidents and breaches of the Chief Executives rules.
- Complete incident reports in a concise, factual manner, and in the correct format for presentation as evidence.
- Ensure all records relating to work party supervision are accurate and completed in accordance with organisational requirements.
- Monitor offender behaviour throughout the day and use appropriate strategies to deal with issues as they arise.
- When not directly supervising work parties, may be required to carry out daily inspections of other work parties to ensure those parties are operating safely and no significant issues have been encountered.
- Ensure that everyone involved with the offender has all of the relevant Community Work information to allow for the consistent and integrated management of that offender.
- Ensure any issues about offender management are brought to the attention of the SCWS/PO in a timely way.

Manage Work Projects

- Review health and safety requirements on a daily basis and ensure projects meet appropriate health and safety standards. Ensure that offenders are aware of health and safety procedures and their obligations.
- Plan and organise project requirements and tasks.
- Record hazards on project site, and identify means of eliminating, isolating or minimising these prior to work starting.
- Organise tools and equipment.
- Allocate tasks to each offender on work party.
- Ensure project tasks are completed to a standard that is acceptable to the agency, that a good service is delivered and agency concerns are dealt with as they arise.

Monitor Electronic Curfews for Offenders Sentenced to Community Detention

- Install monitoring equipment at approved address at the commencement of a community detention sentence.
- Hook-up and unhook offenders at the beginning and end of electronic monitoring period.

Key Accountability Areas:

- De-install monitoring equipment at the completion of community detention sentence.
- Move monitoring equipment as required by variation to curfew address.
- Complete required documentation (install checklist) relating to installation/ de-installation and hook-ups /unhooks of monitoring equipment.
- Maybe required to review monitoring reports from monitoring provider.

Support the Smooth Operation of the Community Work Centre

- Ensure work centre area is kept tidy and any potential hazards are eliminated, isolated or minimised.
- Ensure tools are stored in a clean, tidy and safe manner.
- Ensure tool and vehicle maintenance schedules are adhered to.
- Assist with the purchase and preparation of stores and rations as required.
- Follow-up no sows via telephone and/or collecting from home.
- Maybe required to carry out agency liaison and placement checks.
- Support other areas of probation work.
- Maybe required to deliver summons.
- Maybe required to drive offenders to and from programmes.

GENERAL ACCOUNTABILITIES

Code of Conduct and Department Policy

- Familiarity and compliance with the Department's Code of Conduct and related documents; and with Department policy and procedures relating to the functions of the position held.

Health and Safety

- Help maintain a safe working environment within Corrections by adhering to Department policy and procedures relating to the position held.

Other Duties & Responsibilities

- All employees are expected to perform other such other duties as can reasonably be regarded as incidental to their job description, and other such duties that fall reasonably within their experience and capabilities as may be assigned from time to time to meet business requirements.

RELATIONSHIPS

Key Working Relationships:

Internal:

- Service Manger
- Senior/Probation Officers
- Senior Community Work Supervisors
- Administrative staff

External:

- Offenders
- Iwi

- Community Groups and Agencies
- Service Providers
- Electronic Monitoring Provider

PERSON SPECIFICATION

Communication Supervision and Relationship Skills

- Communicates confidently, clearly and articulately.
- Modifies communication style to reflect the needs of the people and situation.
- Listens attentively to others.
- Develops rapport and an environment of trust and respect.
- Uses a range of strategies to influence and motivate people.

Patient, Flexible while Able to Enforce the Rules

- Manages offender behaviour issues including aggressive behaviour.
- Models pro-social behaviour.
- Maintains self control when under pressure.

Openness and Willingness to Learn

- Is motivated to continually learn and develop new skills.
- Is open to and constructively deals with feedback.
- Is willing to apply learned techniques to practical situations.
- Knows when to seek further information/guidance or refer issues to others.

Problem Solving and Judgement

- Collects sufficient information to establish the nature of the issue/problem.
- Identifies inconsistencies in information.
- Develops a range of options in order to solve problems and develops appropriate criteria against which to weigh options.
- Makes decisions in accordance with organisation policy and procedures and within appropriate timeframes.

Cultural Awareness

- Understands the relevance of the Treaty of Waitangi to service delivery in the Department of Corrections.
- Is able to apply the principles of partnership in the relationship between Crown and Māori.
- Demonstrates cultural sensitivity in all dealings with Māori, Pacific Island people or other ethnic groups.
- Demonstrates sensitivity to people's religious or cultural practices and beliefs.
- Demonstrates the ability to relate effectively and in a culturally sensitive manner with Iwi and community groups.

Teamwork

- Works co-operatively with a range of people to achieve positive results.
- Participates willingly in team situations and supports team decisions.
- Is proactive at sharing information and ideas with other team members.
- Supports the Department's philosophy and values.
- Practical Skills
- Possesses the ability to impart manual skills to offenders in a practical setting.

Personal Integrity

- Ensures that the highest standards of conduct, professionalism and integrity are demonstrated in all interactions with offenders, Community Agencies, and in all dealings when representing the Department.
- Acts consistently with the Department of Corrections Code of Conduct.

Qualifications

- Community Work Supervisors must hold a current drivers license.
- Maintain a current First Aid Certificate.
- Basic knowledge of MS Office applications is desirable but is not essential.

COMPETENCIES

COMPETENCY	DESCRIPTION
Service Focus	<ul style="list-style-type: none"> • Maintains a helpful and courteous approach when dealing with others. • Clarifies expectations when providing a service and keeps client informed of progress. • Anticipates the needs/concerns of those to whom a service is being provided. • Prioritises and balances the needs of others in overall service provision.
Problem Solving	<ul style="list-style-type: none"> • Identifies and weighs up risk appropriately before taking action. • Discusses options with manager where appropriate. • Makes use of relevant and available information and consults others when developing workable solutions. • Recognises the importance of IOM and its impact on analysis and development of options.
Communication	<ul style="list-style-type: none"> • Listens to others and asks questions to clarify own understanding. • Responds politely and sensitively to queries and alternative points of view. • Is prepared to take on board others' ideas and suggestions. • Produces written communication that is clear, concise, logical and understood by the reader. • Communicates in a style appropriate to the recipient or audience.
Commitment	<ul style="list-style-type: none"> • Shares the responsibility to maintain a safe and healthy workplace, carries out work-related activities in accordance with safe procedures and reports all hazards, accidents and incidents. • Is familiar with the Code of Conduct and statutory confidentiality requirements. • Acts with integrity at all times. • Supports and models the organisation's values, taking responsibility for their own actions and decisions.
Responsiveness	<ul style="list-style-type: none"> • Acts fairly and impartially in all dealings with others, respecting their rights and needs. • Demonstrates an understanding and respect for Maori, Pacific peoples' and ethnic minorities' values and beliefs. • Incorporates cultural responsiveness, and EEO principles into work practices. • Promotes EEO policy to peers and others.
Team Work	<ul style="list-style-type: none"> • Proactively shares information, ideas and experience with managers and peers. • Encourages and supports team members and others they are working

	<p>with.</p> <ul style="list-style-type: none"> • Promotes a work environment where others can exchange opinions and ideas. • Co-operates with other staff outside their own service or group.
Self Management	<ul style="list-style-type: none"> • Proactively obtains feedback about their own performance from peers and managers so that they can improve their performance. • Accepts constructive criticism without becoming defensive. • Alerts manager when overloaded, stressed, or having difficulty with specific tasks or areas of responsibility. • Identifies and commits to learning and development opportunities.
Work Management	<ul style="list-style-type: none"> • Processes work to the required standards (quality and timeliness). • Identifies issues and problems and communicates these to manager in a timely fashion. • Focuses on the task at hand and the work that needs doing without losing track of priorities. • Is alert to connections and interrelationships between own workload and that of others and consults as appropriate.