



JOB DESCRIPTION

Job Title:	Instructor
Group:	Rehabilitation and Employment
Reports to:	Principal Instructor / Activity Manager
Location:	Regional
Date:	November 2008 (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 purpose of this position is to provide the frontline service in training and developing prisoners within a commercial environment, to improve their work habits, work experiences and skills and thereby increase their chances of obtaining sustainable and legitimate employment.

KEY ACCOUNTABILITIES

Key Accountability Areas:

Custodial: To Provide Safe, Secure and Humane Containment while Prisoners are in the care of Offender Employment. This requires:

- Complying with all Policy and Procedures Manual regulations.
- Conducting regular muster checks as required.
- Identifying and managing all Occupational Safety and Health (OSH) issues.
- Ensuring appropriate meals and breaks are provided.
- Ensuring that prisoner discipline is in line with prison codes of behaviour.

Training: To Improve the Work Habits, Work Experience and Skills of Prisoners. This requires:

- Providing prisoners with basic technical knowledge.
- Managing prisoner behaviour using Integrated Offender Management active management principles.
- Providing an appropriate structure for the prisoner's working day.
- Establishing work standards, monitoring the prisoner's performance and reporting on progress.
- Encouraging and supporting prisoners to obtain relevant formal qualifications.
- Ensuring that prisoners are provided with work experience that reflects a commercial environment.
- Ensuring an appropriate match between the prisoner and the role or task allocated.
- Assessment of prisoners' competence and skill levels for the purpose of awarding qualifications (where appropriate).

Operational: To Ensure the Provision of Goods and Services to Meet Agreed Standards and Contracts. This requires:

- Ensuring customer expectations as to cost, quality, quantity and timeliness are met.
- Maximising prisoner productivity and avoiding down-time where possible to meet production targets or service standards.
- Ensuring that production levels are maintained at optimum levels within available resources.
- Ensuring efficient use of raw materials.
- Ensuring equipment and premises that are well maintained within budget.

Managing Instructor/Prisoner Relationships: To Be An Appropriate Role Model in All Interactions with Prisoners in Order to Build on the Philosophy of Integrated Offender Management. This requires:

- Modelling appropriate behaviour in terms of demonstrating effective and productive workplace performance in interactions with prisoners and between instructors and prison officers.
- Understanding and promoting the goals of Offender Employment.
- Abiding by the Code of Conduct.
- Demonstrating an awareness of the Treaty of Waitangi and biculturalism.
- Development and maintenance of effective and productive relationships with Prisons.

Key Accountability Areas:

Personal Development: To Maintain and Develop Skills, Experience and Qualifications. This requires:

- Keeping trade or professional qualifications current (registration etc).
- Establishing personal training and development goals.
- Mentoring less experienced instructors (where appropriate).

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

Direct Reports: Prisoner Trainees

Key Working Relationships:

Internal:

- Instructors
- Principal Instructors
- Activity Manager
- Sector Manager
- Offender Employment Area Operations Manager
- Other Offender Employment Staff

External:

- Prisons Unit Managers
- Prisons Case Managers
- Customers/Suppliers

PERSON SPECIFICATION

To be successful in this position you will need:

Technical Competencies

- As specified in Schedule One that details the specific duties.

CORE INSTRUCTOR COMPETENCIES

COMPETENCY	DESCRIPTION
Provide Safe, Secure and Humane Containment	<ul style="list-style-type: none">• Demonstrate knowledge of relevant elements of Policy and Procedures.• Manual Regulations.• Be confident in the presence of prisoners in the working environment.• Relate effectively to a range of people.• Understand Occupational Safety and Health (OSH) requirements and how to manage them.• Demonstrate a sound understanding of prisoner behaviour and associated risks. Understand and operate effectively within the prison culture including communication with Prisons counterparts.
Train and Develop Prisoners	<ul style="list-style-type: none">• Clearly communicate performance expectations and goals.• Foster a productive team environment with both prisoners and other staff.• Motivate prisoners to engage in learning and development to meet their potential.• Assign, priority, plan and organise work efficiently and effectively.• Pay attention to detail and complete administrative requirements accurately.• Use the Department's information technology, systems and processes effectively.
Provide Goods and Services to Agreed Specifications	<ul style="list-style-type: none">• Understand and use key leadership and management principles in day to day operations.• Analyse information quickly and accurately.• Communicate effectively and concisely in writing and orally.• Understand commercial imperatives and disciplines (including financial management, business planning and quality control).• Effectively assess and monitor the level of capability of prisoners.• Identify and implement appropriate actions to improve prisoner operational performance.• Maintain productive relationships with customers and suppliers.
Manage Inter-Service Relationships	<ul style="list-style-type: none">• Understand the broader objectives of the Government and the Department as a whole.• Identify and deal effectively with conflict arising with colleagues throughout the Department.• Maintain productive relationships with Prisons.

**Personal
Development**

- Keep abreast of developments in the relevant trade or professional areas.
- Develop and maintain a network of technical/professional support.
- Take a planned approach to personal training and development.
- Demonstrate self-awareness and self-discipline in managing working time.

COMPETENCY	DESCRIPTION
Level 1	<ol style="list-style-type: none"> 1. Directly supervise prisoners on the Offender Employment industry site, consistent with procedures and maintenance of security of the physical containment environment. This includes: <ul style="list-style-type: none"> • Conducting musters • Preparing reports • Observing and recording prisoner activity and behaviour. 2. Conduct on the job coaching of prisoners consistent with trade or industry practice. 3. Produce data and reports for Integrated Offender Management requirements. 4. Enter data into Integrated Offender Management System. 5. Identify and report hazards on an industrial site. 6. Demonstrates knowledge of legislation, policy and procedures as they related to industries operated within the Prisons environment.
Level 2	<ol style="list-style-type: none"> 1. Deliver training and assess competencies of prisoners to NZQA level standard. 2. Contribute to managing the quality of product, services and production and/or delivery processes by: <ul style="list-style-type: none"> • Monitoring quality • Identifying and reporting any issues • Suggesting remedies for straightforward quality issues, and • Participating in a quality improvement team. 3. Allocate duties to prisoners, ensuring sentence plan requirements are met based on: 4. Maintain health and safety for the Offender Employment Industry by: <ul style="list-style-type: none"> • Conducting safety and hazard checks • Reporting any breaches • Implementing remedial actions to reduce and/or eliminate hazards; and • Documenting, reporting and following up on hazards. 5. Maintain CIE industry equipment by: <ul style="list-style-type: none"> • Planning and allocating • Monitoring operational status • Identifying maintenance requirements. • Documenting, and • Storage. 6. Maintain and control the use of material, plan and equipment supplies.
Level 3	<ol style="list-style-type: none"> 1. Monitor production outputs and costs against targets, recording any problems. Implement strategies to fix straightforward problems. 2. Plan procurement of material, plant and equipment supplies. 3. Lead a team for the improvement of products, services and production and/or delivery processes. 4. Plan and coordinate industry, site and building searches by:

	<ul style="list-style-type: none">• Isolating an individual prisoner and/or search area.• Conducting industry site and buildings searches.• Managing searched prisoners.• Managing unauthorised items and exhibits obtained in the search, and• Documenting the results of the search. <ol style="list-style-type: none">5. Implement a Health and Safety Management Plan for a specified workplace. Implement procedures to ensure the work site is safe.6. Maintain day-to-day customer and supplier contacts. Record and convey information and respond to an enquiry in a specified workplace.7. Identify and report risk (OSH, custodial and business) using the Department of Corrections risk management framework.
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