

JOB DESCRIPTION

Job Title:	Corrections Officer
Group:	Corrections Services
Reports to:	Principal Corrections Officer ; Senior Corrections Officer
Location:	Various
Date:	December 2014

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 Corrections Officer is responsible for ensuring the security and care of offenders and supporting their rehabilitation and pathway towards an offence free lifestyle. The Corrections Officer achieves these accountabilities by having the right relationship with offenders, visitors and other staff.

KEY ACCOUNTABILITIES

Ensure Security:

- Provide a safe, secure and humane environment where offenders are enabled and supported to participate in pro-social activities without disturbance or injury
- Carry out the daily routine of the unit, prison or internal and/or external escort activities and operate within the policies and procedures of the Department
- Keeping each other safe: identify unsafe situations and take immediate action to maintain safety and security standards, activating procedures for critical incidents and emergencies where necessary
- Be aware of warning signs, indicators or changes in offender behaviour and act quickly to resolve or prevent incidents and communicate to other staff (e.g. health staff, SCO) if there are any unresolved issues
- Set clear expectations and consequences of behaviour for offenders to encourage them to make the right decisions
- Ensure that offenders do not have inappropriate contact with anyone inside or outside prison or harass or disturb them in any way
- Fulfil all custodial responsibilities related to the role of Corrections Officer
- Uphold the intent of offender plans and ensure sentence compliance requirements are met
- Ensure all security related incidents/events (potential or actual) are recorded in accordance with policies and procedures

Provide Care:

- Ensure offenders are enabled to engage positively in the routines and regimes of the prison
- Provide for the individual needs of each offender including their ethnicity, gender, age, culture, language, developmental, religious, disability and health needs.
- Work within the Health and Safety and hazard management plan and emergency response procedures
- Identify, report and record health and safety hazards and work related injuries and take any necessary action to eliminate, isolate or minimise hazards
- Provide first aid and basic life support
- Understand and keep up-to-date with a range of 'care' options and provide the offender appropriate access to them
- Support offender wellbeing
- Maximise all opportunities for offenders to develop and sustain positive relationships with their families, whānau and communities
- Be clear about why decisions are made and provide a timely response to offender's enquiries, requests and complaints
- Encourage all offenders to maintain and reconnect with their cultural identity

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: Nil

Key Working Relationships:

The following relationships are critical to the overall success of this role:

Internal:

- Offenders
- Principal and Senior Corrections Officer
- Residential Managers
- Interventions Staff, e.g. Case Managers; Offender Employment; Psychologists
- Health Staff, Prison Managers
- Operational Intelligence Staff
- Regional and National Office Staff as appropriate

External:

- Offenders' Families and Whānau
- Police
- Ministry of Justice (Courts)
- Outside agencies and persons as appropriate

PERSON SPECIFICATIONS

To be successful in this position you will need:

Communication and relationships relates to conflict management, motivation and interpersonal skills

- Has open, honest and co-operative relationships with a wide range of people including offenders; their whānau and friends; co-workers, managers and the community
- Works with an offender based on their individual needs
- Listens well and is easy to talk to
- Works with leaders to contribute to a collaborative, open and transparent team environment
- Builds trust and connects with a wide range of offenders building positive partnerships
- Motivates, influences and inspires others and works well in a team
- Understands the impact of their own background on relationships
- Is calm, mature and adaptable
- Manages conflict effectively and efficiently
- Demonstrates mutual loyalty and teamwork
- Can produce effective reports and record data

Judgement and decision making relates to being able to make fair, consistent and objective decisions

- Ask questions to gather the necessary information to make good decisions
- Demonstrates good judgement and can explain their decisions
- Can identify a broad range of solutions and uses sound judgement to identify the best way forward
- Takes educated and calculated risks
- Identifies how to work flexibly and fairly within the required boundaries

Integrity relates to doing the right thing and keeping your word

- Acts with honesty and has strength of character
- Can identify and respond to the needs of others
- Supports the Department's values and Code of Conduct
- Does what they say they will do
- Can be counted on to hold things together in demanding situations and be a settling influence
- Is able to recover from setbacks and keep going when times are tough

Empathy relates to respecting and understanding others

- Treats others as individuals and manages diverse needs such as working effectively with Māori
- Understands and has empathy for the challenges faced by others e.g. offenders and treats people with decency
- Has a belief that people can change and wants to make a difference
- Acts with compassion

Technical Competencies

- Able to use relevant systems e.g. IT systems such as IOMS, and has an appropriate level of computer literacy
- Develops knowledge of prison policy, compliance requirements, procedure and legislative requirements; and can apply them practically
- To support working with offenders, experience supervising others is helpful
- Seeks to attain appropriate National Certification in Offender Management (NCOM) qualification and takes responsibility for their professional development
- Understands their limits, shares their learning and seeks/applies feedback to their work
- Maintains and manages personal wellness and fitness for duty:
- Maintains adequate level of personal fitness to carry out assigned duties
- Has a wellness strategy to maintain personal health

Other requirements

- Holds a current first aid qualification
- Holds a current, full driver licence and is able to drive a manual vehicle
- Has a clean criminal convictions record
- Is eligible to work in New Zealand