

# JOB DESCRIPTION

## Corrections Officer

### PUBLIC SERVICE PURPOSE STATEMENT

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki (<https://www.publicservice.govt.nz/about-us>)

In the publicservice we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

## ARA POUTAMA - HŌKAI RANGI

*Kōtahi anō te kaupapa, ko te oranga o te iwi | there is only one purpose to our work: the wellness and wellbeing of people.*

Ara Poutama Aotearoa – The Department of Corrections is one of New Zealand’s largest government departments. At its heart, the department is focussed on the pursuit of oranga - the wellbeing of people. This focus will underpin our focus on achieving transformative and inter-generational change for those in our care and their whānau.

The name, Ara Poutama Aotearoa, refers to a pathway of excellence for those in the Department’s care and management – this name demonstrates the Department’s efforts to empower those in our care and management to change their lives, and the lives of their whānau. It also conveys our responsibility to support and guide those in our care to reach Te Tihi o Manōno, the point from which unlimited potential can be realised.



**ARA POUTAMA AOTEAROA**  
DEPARTMENT OF CORRECTIONS

## ABOUT US

All Corrections employees are part of one team working to keep our communities safe and change lives. To do this we put safety first, do the right thing, build strong partnerships and reduce re-offending.

Our values embrace the Māori kaupapa concepts of Rangatira (Leadership), Manaaki (Respect), Wairua (Spirituality), Kaitiaki (Guardianship), Whānau (Relationships).

<b>Rangatira (Leadership)</b>	We demonstrate leadership and are accountable
<b>Manaaki (Respect)</b>	We care for and respect everyone
<b>Wairua (Spirituality)</b>	We are unified and focused in our efforts
<b>Kaitiaki (Guardianship)</b>	We are responsive and responsible
<b>Whānau (Relationships)</b>	We develop supportive relationships

## 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

## ABOUT THE ROLE

<b>Position:</b>	Corrections Officer
<b>Business Group:</b>	Corrections Services
<b>Reports to:</b>	Principal Corrections Officer / Senior Corrections Officer
<b>Direct Reports:</b>	Nil
<b>Location:</b>	Various
<b>Updated on:</b>	September 2023

The role accountabilities include:

### Ensure Safety

- 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
- Use tactical decision-making processes in a prison environment using the appropriate methodology (e.g. TEN-R).
- Take into account situational factors which influence tactical decision-making e.g. physical surroundings, other prisoners in the immediate vicinity, positioning of self and other employees relative to subject and other prisoners in the vicinity, self-awareness, past experience, potential weapons, gangs and members of public.
- Use tactical decision-making options available in conflict situations e.g. de-escalate, disengage, delay, call back up, instruct and contain, instruct, non-threatening physical presence, planned use of force, spontaneous use of force.
- Use tactical decision-making processes to provide a rationale for 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.
- Understand and keep up-to-date with a range of 'care' options and provide the offender

- 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
- Work within the Health and Safety and hazard management plan and emergency response procedures
- 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 and 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.

## Key Relationships

### Internal

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

### External

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

## YOUR JOB COMPETENCIES

### 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

### Empathy relating 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

### 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

### 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

### 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

## ABOUT YOURSELF

To be successful in this position you will need to:

- Hold a current first aid qualification
- Hold 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