

JOB DESCRIPTION

Operations Adviser – Electronic Monitoring

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 hapori, 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).

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

ABOUT THE GROUP OR TEAM

Corrections Services is the operational arm of the Department, made up of all frontline service delivery positions operating across four regions, as well as specialist support groups based at National Office. This includes prisons, probation, rehabilitation and employment, offender health, support to Maori in our care programmes and psychological services, service delivery frontline operational support activities, operational performance and quality, risk and incidence response, operational planning and performance. Corrections Services is responsible for the safe, secure and humane containment of prisoners and community offenders. Over 10,000 prisoners are housed at any given time in 17 prisons around New Zealand and each year 43,395 sentences and orders are served in the community.

ABOUT THE ROLE

Position	Operations Adviser – Electronic Monitoring
Business Group:	Corrections Services
Reports to:	Team Leader – Electronic Monitoring
Direct Reports:	Nil
Location	Upper Hutt, Auckland, Christchurch, or Dunedin

The Operations Adviser – Electronic Monitoring role is part of a 24/7 team based within Upper Hutt, Auckland, Christchurch and Dunedin, and is responsible for the electronic monitoring component of the Corrections management of offenders or defendants on sentences, orders or bail. The role liaises closely with our electronic monitoring service provider, the Police, Courts and probation staff, providing timely advice and support as required. The role accountabilities will include:

- Manage and monitor the whereabouts of people on an electronically monitored sentence, order, bail, or release to work, using agreed frameworks.
- Answer inbound calls and emails relating to electronic monitoring.
- Provide high quality, accurate and timely advice to all stakeholders within legislative boundaries.
- Make decisions in relation to people subject to electronic monitoring after hours on behalf of Probation Officers.
- Approve, issue and verify absences for people subject to electronic monitoring.
- Monitor and manage equipment issues that impact electronic monitoring.
- Liaise with relevant stakeholders for all suspected or confirmed non-compliance to ensure the safety of the community.
- Provide advice and guidance to frontline staff on GPS data and operational practices related to electronic monitoring.
- Provide map analysis and daily movement reports to Probation Officers on highest risk offenders.
- Input and manage exclusion zones for those subject to electronic monitoring.
- Ensure that operational risks and issues are identified and proactively managed with early escalation to the appropriate level when required.
- Support the compliance and welfare of those subject to electronic monitoring through direct conversations and motivation, including issuing lawful directions.
- Administer EM Bail applications processes.
- Contribute to the ongoing development of electronic monitoring practice and continuous improvement within the Department.
- Prepare accurate and full reports and documentation as required.
- Provide GPS data analysis and other relevant information requested by stakeholders within legislative rules.
- Proactively build networks and positive working relationships with key stakeholders and service providers (both internal and external).

ABOUT YOURSELF

Knowledge, Skills and Experience

- Knowledge of the operations of either Community Probation or Prisons.
- Understanding of the requirement to maintain confidentiality of information and the requirements of the Privacy Act.
- Experience in the use of computer systems and Microsoft Office products.
- Demonstrated experience providing timely and accurate advice and guidance in a potentially high pressure/high risk environment.
- Ability to follow processes and procedures to work effectively.
- Attention to detail in order to ensure accuracy of information.
- Well-developed communication skills.
- Organisational and time management skills.
- Strong relationship management skills.

Other Requirements

- Full, valid and clean New Zealand driver's license.
- Bail Assessor/Probation Officer delegations.
- 24/7 shift work is required.

YOUR JOB COMPETENCIES

Service Focus

- 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.

Communications

- 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

Responsiveness

- 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.

Self-Management

- 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.

Problem Solving

- 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.

Commitment

- 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.

Teamwork

- Proactively shares information, ideas and experience with managers and peers.
- Encourages and supports team members and others they are working with.
- Promotes a work environment where others can exchange opinions and ideas.
- Co-operates with other staff outside their own service or group.

Work Management

- 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.

How to read the roster below?

- RDO stands for Rostered Days Off, which means you don't work on these days
- There are 3-shift types, morning, afternoon, and nights
- The hours worked per week range from 28.5 to 47.5, this includes a paid lunch break
- Some weeks have 4-days and 2-days off where 1-week you will work 3-days on, 2-days off
- Night work will only need to be worked twice in an 8-week cycle with 7 nights in total
- When working nights, you work 4-days on and get 4-days off in one of the weeks and in the other you will work 3-days on and get 4-days off
- If the roster falls on a public holiday and you're required to work, you will be paid time-and-a-half, plus receive a day in lieu

Roster line	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Pd Hours	Work Hours
1	2115-0615	2115-0615	2115-0615	2115-0615	RDO	RDO	RDO	36	36
2	RDO	1230-2200	1230-2200	1230-2200	1230-2200	RDO	RDO	38	38
3	1230-2200	1230-2200	1230-2200	1230-2200	RDO	RDO	0600-1530	47.5	47.5
4	0600-1530	0600-1530	0600-1530	RDO	RDO	0600-1530	0600-1530	47.5	47.5
5	0600-1530	0600-1530	RDO	RDO	2115-0615	2115-0615	2115-0615	46	46
6	RDO	RDO	RDO	RDO	1230-2200	1230-2200	1230-2200	28.5	28.5
7	1230-2200	RDO	RDO	0600-1600	0600-1530	0600-1530	RDO	38.5	38.5
8	RDO	0600-1530	0600-1530	0600-1530	0600-1530	RDO	RDO	38	38
	TOTAL							320	320