

# ROLE DESCRIPTION

## YOUTH OFFICER

<b>Cluster</b>	Justice
<b>Division/Branch/Unit</b>	Juvenile Justice
<b>Location</b>	Various
<b>Classification/Grade/Band</b>	Youth Officer (Juvenile Justice Centre)
<b>ANZSCO Code</b>	411716
<b>Role Number</b>	Various
<b>PCAT Code</b>	1119192
<b>Date of Approval</b>	
<b>Agency Website</b>	<a href="http://www.justice.nsw.gov.au">www.justice.nsw.gov.au</a>

### Primary purpose of the role

Youth Officers provide direct supervision and daily care to young people in custody in accordance with legislation, regulations and organisational guidelines, policies and directives.

Youth Officers work as part of a multidisciplinary team to encourage young people to make positive changes to their behaviour and build their skills to reduce their risk of reoffending. This is achieved by practicing pro social modelling skills and motivating young people to participate in day to day activities within a centre. These include educational, vocational, recreational and therapeutic programs which are guided by individual case plans. The operating environment requires Youth Officers to assess risk and respond to challenging behaviours to maintain a safe workplace.

### Key accountabilities

- Proactively supervise young people so that their physical, psychological and emotional wellbeing is maintained.
- Maintain safety, good order and security by making risk based decisions in accordance with legislative and organisational requirements, health and safety (WHS) and approved organisational practices.
- Encourage involvement and participation of young people in case plan goals, programs and activities to assist young people to transition from custody to community and reduce the risk of reoffending. In circumstances where involvement is not occurring, in conjunction with a multidisciplinary team, assist in identifying barriers and developing strategies to foster re-engagement.
- Demonstrate good judgement and ensure young people are treated fairly and with dignity at all times.
- De-escalate situations, negotiate and provide support to young people who are in a heightened emotional state or displaying challenging behaviours and proactively intervene to help prevent incidents. Ensure that in cases where restraint is used, it is consistent with legally permissible methods.
- Prepare and maintain a range of operational and case management records and reports.

- Work as part of a team developing productive work relationships with colleagues and stakeholders.
- Supervise and support young people who are required to go out of the Centre for medical, court or casework purposes.

## Key Challenges

- Dealing with a diverse range of challenging behaviours in a way that facilitates the young person's progress toward achieving case plan goals.
- Contributing to an environment that promotes, encourages and rewards pro-social behaviour and maintains a safe and secure environment for young people, visitors and staff.
- Communicating proactively to ensure operational and the needs of young persons are met and strategies and actions are recorded accurately.

## Key relationships

Who	Why
<b>Internal</b>	
Caseworkers, Psychologists, Centre Management Team which may include Unit Manager, Assistant Unit Manager/Shift Supervisor or equivalent.	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions</li> <li>• Provide advice, recommendations and assist in the development, implementation and review of young person case plans, behaviour plans and unit programs</li> </ul>
Other Youth Officers	<ul style="list-style-type: none"> <li>• Share information regarding operational issues and incidents, young person movements, behaviour management strategies, specific activities and programs.</li> </ul>
<b>External</b>	
Young Persons	<ul style="list-style-type: none"> <li>• Source of information regarding general and case management needs</li> <li>• Develop trust and build ongoing case management relationship</li> </ul>
Justice Health	<ul style="list-style-type: none"> <li>• Share information regarding a young person health and well-being; operational issues that may impact on the Justice Health staff working within the centre.</li> </ul>
Young Persons Family, Carers and Community	<ul style="list-style-type: none"> <li>• Source of information and support to assist in addressing case management needs</li> </ul>
Education	<ul style="list-style-type: none"> <li>• Share information regarding operational issues and incidents, young person movements, behaviour management strategies, specific activities and programs.</li> </ul>

## **Role dimensions**

### **Decision making**

- The role makes a range of day to day decisions that directly impact on the young person's custodial experience and must comply with legislation, Agency guidelines, policies and directives governing NSW Juvenile Justice services.
- Determine how to respond to challenging or complex behaviours in the first instance.
- Observe behaviour of young people and intervene when required in order to prevent escalation of an event.

### **Reporting line**

- The role reports to either the Unit Manager, Duty Manager, Assistant Unit Manager, Shift Supervisor or equivalent.

### **Direct reports**

- Nil

### **Budget/Expenditure**

Nil

### **Essential requirements**

- Possession of 'Apply First Aid Certificate' (HLTAID003).
- Possession of a minimum Provisional 2 NSW Driver's licence.
- Possession of a MR Driver's licence for Metropolitan (Court Logistics) Youth Officer roles
- NSW Working With Children Check Clearance
- Required to undertake shift work over 24 hours on a rostered basis including week-end and Public Holidays.

### **Capabilities for the role**

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at <http://www.psc.nsw.gov.au/Sector-Support/Capability-Framework/Tools-and-Resources>

### **Capability summary**

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

## NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	<b>Display Resilience and Courage</b>	<b>Foundational</b>
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Foundational</b>
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational
 People Management	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Business Outcomes	N/A
	Manage Reform and Change	N/A

### Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Foundational	<ul style="list-style-type: none"> <li>• Be open to new ideas and approaches</li> <li>• Offer own opinion, ask questions and make suggestions</li> <li>• Adapt well to new situations</li> <li>• Do not give up easily when problems arise</li> <li>• Stay calm in challenging situations</li> </ul>
<b>Personal Attributes</b> Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>• Behave in an honest, ethical and professional way</li> <li>• Take opportunities to clarify understanding of ethical behaviour requirements</li> <li>• Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>• Speak out against misconduct, illegal and inappropriate behaviour</li> <li>• Report apparent conflicts of interest</li> <li>• Focus on key points and speak in 'Plain English'</li> <li>• Clearly explain and present ideas and arguments</li> <li>• Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>• Monitor own and others' non-verbal cues and adapt where necessary</li> <li>• Prepare written material that is well structured and easy to follow by the intended audience</li> <li>• Communicate routine technical information clearly</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>• Find and check information needed to complete own work tasks</li> <li>• Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>• Escalate more complex issues and problems when these are identified</li> <li>• Share ideas about ways to improve work tasks and solve problems</li> <li>• Suggest improvements to work tasks for the team</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>• Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>• Understand information, communication and document control policies and systems, and security protocols</li> <li>• Comply with policies on acceptable use of technology</li> </ul>

### Important update to your role description

Dear colleague,

From today an updated **Youth Officer role description** has been made available for review and consultation. It details the capabilities required to provide high-quality rehabilitation services and maintain the safe and secure operation of our centres.

The role description includes an updated definition of the primary purpose of your role. Your key accountabilities have also been updated to more accurately reflect the day-to-day tasks you perform.

#### Why was the update made?

The update to your role description details the capabilities required of all NSW Government employees as outlined in the *NSW Government Sector Employment Act* and *Public Sector Capability Framework*, the legislative basis for government employment in NSW. The Capability Framework sets out the knowledge, skills and abilities that all public sector employees must demonstrate to perform their role. The Youth Officer capabilities are:

- Display resilience and courage
- Act with integrity
- Communicate effectively
- Think and solve problems
- Technology

#### Does the update affect my employment status?

No. You will not need to reapply for your job. At the end of the consultation period, all ongoing, temporary and casual Youth Officers will work under the updated job description. Your pay, conditions and other entitlements will remain the same.

#### Further information

The updated role description is attached for your reference and there are a number of ways you can find out more.

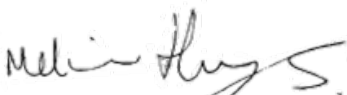
- A Frequently Asked Questions document has been included which will answer common questions
- Your Manager will hold information sessions to further explain the update
- The JJNSW intranet has a video announcement along with further details about the update
- You can contact the Reform team via the email or phone number listed below.

#### Opportunity to provide feedback

The updated role description is open for a three-week consultation period for you to provide feedback or ask questions. Please email the Reform team at [JJReformOffice@justice.nsw.gov.au](mailto:JJReformOffice@justice.nsw.gov.au) or call 8346 1868 before Sunday 20 May.

I encourage you to review the updated role description and provide feedback so we can work together to refine the updated description.

With my best regards,



**Melanie Hawyes**

Executive Director Juvenile Justice NSW

27 April 2018

## Youth Officer Role Description Update – Frequently Asked Questions

### Which role description has been updated?

The Youth Officer role description. The update only applies to staff with these position titles:

- Casual Admin Youth Officer
- Casual Youth Officer
- Casual Youth Officer Logistics
- Youth Officer
- Youth Officer Relief Pool
- Youth Officer Unit Support
- Youth Officer (Centre Support)
- Youth Officer (Escorts)
- Youth Officer (Operational Support)
- Youth Officer (Transport)
- Youth Officer (Programs)
- Youth Officer (Admissions)
- Youth Officer (Night Shift Escorts)
- Youth Officer (RDA)
- Youth Officer (Monitors)
- Youth Officers in ITAP

### Will I need to reapply for my job?

No. Youth Officers will not need to reapply for their jobs.

### Why was my role description updated?

The update more accurately reflects your day-to-day tasks. The update to your role description details the capabilities required of all NSW Government employees as outlined in the *NSW Government Sector Employment Act* and *Public Sector Capability Framework*, the legislative basis for government employment in NSW.

### What updates were made to my role description?

The *Primary Purpose of the Role* section now places a greater emphasis on working with young people to reduce their risk of reoffending.

The *Key Accountability* section now more closely reflects your day-to-day tasks and the future direction of Juvenile Justice.

The *Capability Framework* sets out the knowledge, skills and abilities that public sector employees must demonstrate to perform their role. The Youth Officer capabilities are:

- Display resilience and courage
- Act with integrity
- Communicate effectively
- Think and solve problems
- Technology

These capabilities are similar to the skills and personal attributes detailed in your previous role description. Display Resilience and Courage introduces a new set of personal attributes to help you respond to day-to-day tasks.

### Are there changes to the number of Youth Officer roles in Centres?

No. The number of Youth Officer roles remains the same.

### Does the update change my pay or conditions?

No. Your pay, conditions, entitlements and increment date will remain the same.

The updated role description was evaluated by the Justice Strategic Human Resources team and was found to have the same value points as the current role description.

### Will voluntary redundancies be offered?

No. Voluntary redundancies will not be offered.

## Youth Officer Role Description Update – Frequently Asked Questions

### **What are the next steps?**

The updated role description is open for review and consultation until 20<sup>th</sup> May 2018. All feedback will be considered before the final role description is released in June. Once finalised all ongoing, temporary and casual Youth Officers will work under the new role description.

### **How was the updated role description decided?**

The role description was updated based on feedback from each centre. The updated description was then reviewed by Regional Directors and Centre Managers. The Justice Strategic Human Resources team then evaluated the role to determine the work value points. The updated role description, classification and grade was then approved for consultation by the Executive Director.

### **Where can I get a copy of the updated role description?**

The updated role description has been emailed to every Youth Officer on 27 April 2018. Copies are also available in each Centre, and via the JJNSW Intranet homepage. In addition to the email, Youth Officers on leave during the consultation period were posted a copy on 27 April 2018.

### **Who can I contact to provide feedback on the update or ask a question?**

Please call or email the Reform team at [JJReformOffice@justice.nsw.gov.au](mailto:JJReformOffice@justice.nsw.gov.au) or 02 8346 1868. All feedback will receive a prompt response. The closing date to provide feedback is Sunday 20 May 2018. Your Centre Manager is also available to help answer any questions.

### **Where can I find more information?**

The JJNSW intranet homepage has a direct link to information regarding the update of the Youth Officer role description.

Your Centre Manager will provide a presentation on the updated description, however if you are unable to attend one of these sessions the presentation will also be available on the intranet.

An overview of the public sector capability framework is available at

[www.psc.nsw.gov.au/workforce-management/capability-framework/nsw-public-sector-capability-framework](http://www.psc.nsw.gov.au/workforce-management/capability-framework/nsw-public-sector-capability-framework)

The Reform team would also love to hear from you and can be contacted at [JJReformOffice@justice.nsw.gov.au](mailto:JJReformOffice@justice.nsw.gov.au) or 02 8346 1868.

### **Is the role description update part of broader JJNSW reforms?**

Yes. The reforms began with the introduction of Caseworkers and changes to Centre Manager positions. The update to the Youth Officer role description is the current step in the reform.

### **What about the Centre staff who aren't included in this update?**

Once the Youth Officer role description is complete we will turn our attention to the management layers underneath the Centre Manager. Once that has been completed we will then focus on all remaining roles in centres.

We expect to be in a position to communicate the timing of the following reform stages soon after the completion of the update to the Youth Officer role description.