



The GEO Group Australia Pty Ltd.

## POSITION DESCRIPTION

Position Title	Administrative Support Officer (ASO), General
Reference Number	RPPD101
Department	As applicable to the role & function
Position Reports To	Relevant Senior Manager
Positions Reporting To This Role	Not applicable
Work Location And Travel	This position is located at <b>Ravenhall Correctional Centre</b> at 97 Riding Boundary Rd, Ravenhall, VIC 3023.
Operating Environment	<p><b>Ravenhall</b> is a 1300 bed medium security prison for adult sentenced and unsentenced males. Its contemporary campus-style design reflects four accommodation communities with varying profiles: 1) induction and transition, 2) youth and indigenous, 3) challenging behaviours and more settled prisoners and 4) protection. Community accommodation is complimented by a further 75-bed Forensic Mental Health Unit, 25-bed Unit for prisoners with significant challenging behaviours, and a 25-bed Mission Unit designed to respond intensively and therapeutically to current community issues. In recognition of the importance of Continuum of Care, Ravenhall extends its presence into the community by providing ex-prisoners with access to post-release support at GEO's Community Reintegration Centre.</p> <p>Through investment in opportunities for prisoners to engage in work, education and programs, prisoners are not only held safely and securely but given every chance to turn their lives around. Issues behind much of the crime in our communities – such as violent attitudes, anti-social behaviours and the abuse of drugs and alcohol – are addressed through innovative programs and interventions. At the same time helping prisoners with day-to-day challenges such as gaining and holding down employment and finding a suitable place to live also help prevent a return to crime.</p>

Ravenhall's unprecedented emphasis on offender rehabilitation and reintegration is evidenced by a significantly sized team of clinicians, working in concert with a number of Victoria's most respected organisations including Forensicare, Correct Care, YMCA, Melbourne City Mission, and Kangan Institute. Together, Ravenhall provides an integrated service system that collaboratively brings about lasting positive change in the lives of prisoners pre- and post-release. Through these partnerships the objective of Safer Victorian Communities is achieved.

### Position Summary

The ASO provides administrative and clerical support to the Ravenhall Correctional Centre team and assists by providing coverage for positions throughout the Centre.

### Key Accountabilities

- Perform clerical duties and provide administrative support as directed by the relevant Senior Manager.
- Collect and ensure accuracy of data.
- Maintain appropriate records.
- Collate and disseminate information.
- Prepare Reports as requested.
- Maintain filing and information retrieval systems.
- Attend meetings and take and distribute minutes conducted by the relevant Senior Manager.
- Maintain office systems.
- Answer and respond or redirect telephone enquiries as required.
- Maintain up-to-date diary and organise meetings and appointments and other ancillary services for the relevant Senior Manager.
- Provide relief for ASO positions within the Centre including but not limited to Human Resources (Administration support), Finance & Administration (Switchboard, Accounts Payable, Accounts Receivable, Mail), Operations (Visits, Records, Prisoner Property, Prisoner Money), Programs, Industries, Vocational Services, Programs and Rehabilitation & Reintegration services.
- Understand and advise staff in relation to Ravenhall Operating Manual and GEO policies and procedures.
- Have a working knowledge of PIMS.
- Any other responsibilities/duties as required.

### General Responsibilities as a GEO Non Senior Management Team Member:

- Ensure GEO's primary goal of reducing reoffending is at the core of everything you do.
- Inspire and motivate others, communicating professionally and assertively, working harmoniously as part of a multi-disciplinary team. Build and maintain effective professional relationships with internal and external stakeholders.
- Complete work in a timely and consistent manner and to a high quality standard in line with

---

local and/or corporate policies, procedures and operating manuals.

- Have clear understanding of day to day deliverables.
  - Complete all required training requirements within designated timeframes.
  - Maintain a satisfactory attendance record.
  - Understand and ensure that the integrated management system described in the Governance, Risk and Compliance Manual (GRC) and Quality, Environmental, Safety (including Food Safety) Policies is complied with; and ensure any operational, quality, environmental, workplace safety or food safety non-conformance, incident or accident is immediately reported through the appropriate channels.
  - Display high levels of integrity and honesty and adhere to GEO's HR2.01 Code of Conduct and Ethical Behaviour, as well as all other applicable policies and procedures.
  - Invest in continuous self-development and the development of others.
- 

### Key Selection Criteria:

#### Essential

- Excellent organisational and time management skills.
- Excellent verbal and written communication skills and knowledge of office procedures, including ability to maintain confidentiality.
- Ability to work in a multidisciplinary environment and provide administrative support to the Ravenhall team within a correctional environment.
- Ability to locate, understand and promote understanding of the Ravenhall Operating Manual and Corporate Policies.
- Proficiency in the Microsoft suite of computer applications.
- Ability to learn internal databases and other computer systems, and use these with a high degree of accuracy.

#### Desirable

- Certificate IV Business Administration
- 

### Other Requirements of the Role

- Ability to work within a correctional setting, which will involve direct contact with prisoners.
  - Valid and current full Australian driver's licence.
  - Satisfactory completion of a National Criminal History Check.
  - Ability to obtain and maintain a security clearance.
  - Work outside of ordinary business hours may be required on occasion.
- 

### Employee Acceptance

---

I acknowledge that the statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive.

I have read, understood and accepted the above position description and associated attachments.

NAME	SIGNATURE	DATE

Master copy lodged with HO (SMT only) ☐

Master copy lodged with department monitor ☐