



The GEO Group Australia Pty Ltd.

POSITION DESCRIPTION

| | |
|---|---|
| Position Title | DEPUTY CUSTODIAL SERVICES MANAGER |
| Reference Number | 1.5.1b |
| Department | OPERATIONS |
| Position Reports To | CUSTODIAL SERVICES MANAGER |
| Positions Reporting To This Role | Shift Manager, Security Manager, Intelligence Manager, Correctional Managers, Administration Support Officer – Custodial Services, Administration Support Officer - Records. |
| Work Location And Travel | <p>This position is located at Fulham Correctional Centre on 110 Hopkins Road, Fulham, VIC 3850.</p> <p>Interstate travel may be required.</p> |
| Operating Environment | <p>Fulham Correctional Centre is a 1049 bed medium and minimum-security prison for adult remand and sentenced males, including an 84 bed Nalu community positioned outside the main prison complex. Fulham Correctional Centre is currently the largest prison facility in rural Victoria and with approximately 1,000 prisoners released each year, has a strong focus on transitional services and programs.</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 developing a “work ethic” by gaining and maintaining employment and finding a suitable place to live, also help prevent a return to crime.</p> |
| Position Summary | <ul style="list-style-type: none">• Assist the Custodial Services Manager in the overall management of the Custodial Services Department to achieve the Centre objectives.• Act as the Custodial Services Manager’s delegate as required. |

- Manage and undertake regular inspection of the Centre to maintain the good order of the Centre and the security, discipline, health, hygiene and safety of staff, prisoners, and visitors.
- Provide advice and support, as well as assist the Custodial Services Manager in the overall administration, development, supervision, compliance, and implementation of Centre operating procedures.
- Ensure operational compliance within the following areas: Prisoner Accommodation, Property Store, Health centre, High Risk Assessment Team areas, compliance with administrative processes and provide evidence of contractual compliance to the Custodial Services Manager, Compliance Manager and General Manager.
- Assist with the overall security function of the Centre by assisting in developing/maintaining and improving security procedures that support the provision of Centre wide services that assist in achieving defined Centre objectives.
- Be responsible for the Security Managers portfolio that includes, and is not limited to:
 - Oversee or assist in the management of prisoner movement, in accordance with classification, prisoner management policies and contractual compliance,
 - Oversee or assist in the unit management of all the accommodation areas within the Centre,
 - Ensure the management of prisoners is compliant with contractual, legislative, policy and procedural requirements including prisoner disciplinary matters,
 - Oversee or assist in ensuring quality case management of prisoners is achieved and meets contractual standard,
 - Participate in the Prisoner Classification and Placement process, and
 - Ensures that all offenders attend and take part in their scheduled appointments including but not limited to programs, education, employment, medical as part of their structured day.
- Ensure Operational Compliance within the following areas: Prisoner Accommodation, Segregation, Medical Observation including HRAT areas and provide evidence of contractual compliance to the Custodial Services Manager, Compliance Manager and General Manager.
 - Case Management and Classification;
 - Incident Reporting (IRM and Risk Wizard);
 - Assist the Correctional Managers with appropriate responses to:
 - Complex prisoner requests;
 - Request from Ombudsman;
 - Corrective Services VIC;
 - Other Government or external agencies.

Other duties as necessary or directed

Key Accountabilities

- Demonstrate leadership and proactively reinforce GEO's commitment to addressing risk through effective case management.
- Assist with preparation of the Monthly Custodial Services Department Reports for Corporate Office and Corrections Victoria.
- Provide necessary support and role modelling for all Correctional Managers and staff to assist with continuous development of skills and the daily operations of the facility.
- Ensures that custodial and non-custodial staff work collaboratively as one team committed to the provision of programs and services that support rehabilitation and reintegration and reduce prisoner's risk of further offending.
- Manage and develop staff to enable them to have a clear understanding of their roles and responsibilities.
- Manage expenses in line with GEO approved budget requirements.
- Manage in accordance with the GEO's policies and procedures.
- Be cognisant of 'purpose and place' when undertaking all duties.
- Ensure compliance with all Company Policies and Procedures and the Governance, Risk and Compliance Manual.
- Cooperate with the employer's efforts to comply with the requirements of the WHS Act 2011. Accept responsibility for the health, safety and welfare of subordinates, prisoners, contractors, and visitors under the employee's supervision. Comply with the employer's policy and procedures enabling compliance with the OHS Act 2004.
- Be available to work across all days of the week (having regard to operational requirements), including weekends (when rostered).
- Be available for an on-call duty roster 24 hrs a day 7 days per week (when rostered), and when required, attend the Centre at short notice to respond to serious incidents or emergency situations.
- Undertake reasonable alternate duties, and act as the Custodial Services Manager as required.
- Engages with staff positively and demonstrates an effective leadership routine that contributes to mentoring staff to deliver positive outcomes.
- Undertake reasonable alternate duties, and act as the Custodial Services Manager as required.
- Ensures that all prisoners attend and take part in their scheduled rehabilitation and reintegration programs as part of their structured day and support the provision of health services.
- Demonstrate leadership and proactively reinforce GEO's commitment to addressing risk through effective case-management.
 - Ensures that custodial and non-custodial staff work collaboratively as one team committed to the provision of programs and services that support rehabilitation and reintegration, reduce prisoner's risk of further offending, and support health service provision.

- Prepare Monthly Custodial Services Department Reports for Corporate Office and Corrections Victoria.
- Manage and develop staff to ensure defined Centre objectives are achieved.
- Manage financial expenses in line with GEO approved budget requirements.
- Manage in accordance with and ensure compliance with all GEO and applicable Corrections Victoria policies and procedures and the GEO Governance Risk and Compliance Manual.
- Cooperate with the GEO Group Australia's efforts to establish, maintain and continuously improve the GEO Environmental Management System in accordance with the requirements ISO 14001, the GEO Quality Management System in accordance with the requirements of ISO 9001 and the integration of these systems. These GEO systems are based on best practice standards and where appropriate are also fully accredited.

Key Selection Criteria:

Essential:

- A minimum of ten years' experience working within a correctional environment, with a minimum of five years' experience in a senior correctional management role (or equivalent).
- Appropriate tertiary qualification in management or equivalent experience.
- Demonstrated knowledge and application of policies, procedures, programs, guidelines and orders relating to Correctional Centre management.
- Demonstrated experience in financial and human resource management.
- High-level communication and interpersonal skills (including analytical, conceptual, problem solving, negotiation and change management) to ensure relationships are built and maintained with relevant staff and stakeholders to support high quality services and professional practice.
- Appropriate understanding and skills re the use of Microsoft Office software.
- Maintain a continuing satisfactory security clearance as approved by the Commissioner of Corrective Services VIC.

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/Manager Approval

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.

| EMPLOYEE'S NAME | SIGNATURE | DATE |
|-----------------|-----------|------|
| | | |

Manager Approval (of Position Description)

| NAME | SIGNATURE | DATE |
|------|-----------|------|
| | | |

Master copy lodged with HO (SLT only) ☐Master copy lodged with department monitor ☐