About the Business Unit
Probation and Parole is responsible for supervising adult offenders in the community. Probation and Parole is divided into seven regions each with a number of district offices and reporting centres. Probation and Parole staff aim to protect the community and reduce re-offending by supervising offenders in the community in which they live and encourage offenders to adopt more pro-social attitudes and behaviours.

About the Role
The Probation Services Officer ensures a high level of community safety through ensuring offender compliance with the reporting requirements and conditions of community-based orders and reparation orders through supervising and case managing offenders. The role also undertakes court administration duties for the office and has an equal focus upon actively maintaining community networks and ongoing relationship development with stakeholders to ensure sustainable community service projects.

Key Responsibilities
Case Management, Monitoring and Supervision
Case management key duties are not required in all Probation and Parole locations statewide. The requirement for the role to undertake case management is only approved where operational practice and workload management needs at a local level can be sufficiently demonstrated.

- Ensure supervision and monitoring of offenders on reparation and/or other orders in accordance with legislation and operating practice guidelines.
- Undertake direct interaction with offenders regarding the resolution of issues pertaining to reporting requirements and their ability to comply with order conditions.
- Identify and respond appropriately to risks arising from offender management including appropriate liaison with management as required.
- Understand and execute responsibilities in accordance with governance mechanisms to deliver compliance and support business improvement.
- Ensure the timely provision of service and advice to courts, boards and other agencies regarding offenders.
- Complete the administration of contravention documentation for offenders subject to community-based orders and/or other orders in consultation with Case Management Officers.
- Contribute to case management and sentence management activities for offenders.
Demonstrate skills in report writing and case noting to a professional standard expected for the audience of both internal and external stakeholders.

Develop productive relationships with service providers and the community generally to enhance the community’s regard for probation and parole services.

Conduct drug testing of offenders and maintain accurate statistics as required.

Prepare accurate and timely breach documentation.

Execute duties as an officer of the Court.

Ensure security, maintenance, accuracy, access and appropriateness of case notes and intervention reports for appropriate staff and approved internal and external authorities.

Efficient and effective time management and daily priority realignment supported by computer skills, especially proficiency in MS Word, MS Excel, MS Powerpoint, and navigating web based computer applications with ease.

Maintain quality reporting processes using manual and electronic systems and proficiency in MS Word, MS Excel, MS Powerpoint.

Community Service Reparation

Supervise offenders participating in community service work and undertake other surveillance activities as required within the district office;

Develop and maintain relationships with key community stakeholder groups, community service sites, service providers and the community generally to enhance the community’s regard for offender reparation.

Assisting offenders for readiness and participation at community service project sites.

Conduct quality control processes such as auditing of offender case-loads and completing annual workplace health and safety audits of community service site projects.

Ensure that professional conduct and behaviour is in accordance with the Queensland Public Service Code of Conduct.

Promote and nurture a team culture that has good morale, values diversity and share knowledge and experience with all staff.

Rural and Remote Locations

Promote a culture of flexibility in a small team environment with all interactions with other Queensland Public Service employees working in a shared services hub environment.

Demonstrated ability to work within a small team environment and rely upon a generic skill-set to assist performance outcomes related to offender management.

Emotional resilience to self-regulate and balance personal challenges that may arise whilst working and living in some of Queensland’s most isolated communities.

A genuine commitment to invest in the community and understand remote protocols including the multicultural offender profile and promote a positive image of QCS.

How you will be assessed

To determine your suitability for the role, you will be assessed on the following attributes, experience, knowledge and skills that link to the “Key Responsibilities” above:

We are seeking applicants who:

- Are self-aware and consistent with the attitudes and behaviours that need to be modelled in a correctional environment

- Are resilient to remain motivated in achieving high standards in the delivery of essential frontline services

- Are well rounded in administrative and technical skills that assist in the achievement of workplace goals

- Are aspiring to commit to a career in the public service and the levels of accountability required

- Are committed to Department’s goal to protect community safety and make a difference to changing lives

- Are committed to addressing the issues impacting upon the over representation of Aboriginal and Torres Strait Islanders offenders in the criminal justice system.

To determine your suitability for the role, you will be assessed on the following Key Attributes from the Queensland Public Service Commission’s Capability and Leadership Framework, in the context of the “Responsibilities” listed above:
Supports strategic direction
Able to articulate a well-rounded view of Probation and Parole’s role in the criminal justice system. Is aware of the organisational goals and demonstrates this through identifying appropriate service providers for community service projects and is able to relate on a professional and constructive level with stakeholders.

Achieves results
Demonstrates flexibility and copes effectively with day-to-day work changes and shifting priorities through monitoring performance outcomes against targets. Is confident with investing in relationships and ensuring pro-active community participation to build and promote a positive image of Probation and Parole community service reparation work.

Supports productive working relationships
Able to work collaboratively when seeking community service sites and has demonstrated experience partnering with Non-Government Organisations and other Government agencies. Able to utilise strong research skills to examine opportunities across all sectors, industries and enterprises for sustainable community projects.

Displays personal drive and integrity
Takes personal responsibility for accurate completion of work and seeks guidance when required. Models appropriate behaviour in workplace and shows commitment to ethics and integrity in and out of the workplace.

Communicates with Influence
Ability to adjust style for engaging respectfully with management and external stakeholders, particularly representation in Courts. Relies upon high-level written and verbal communication skills. Experience in working collaboratively with people from diverse cultural backgrounds.

Working with Diversity
Ability to embrace diversity and maximise the whole range of skills and differences available within the workforce.

* These attributes are based on the Queensland Public Service (QPS) Workforce Capability Success Profile Framework and have been tailored for this Agency.

Mandatory Qualifications, Conditions and Requirements
- There is no mandatory qualification for appointment to this position but degree qualified graduates from the human services disciplines will be highly regarded.
- The incumbent may be required to travel on official business and the possession of a C class licence is required, and will be mandatory in specific locations where it is identified as essential by the hiring panel.
- It is desirable for the incumbent to obtain a Certificate IV in Correctional Practice in the first twelve months of service.
- The incumbent will be required to undertake training relevant to the position which will include urinalysis testing, court duties and other training identified for operational service delivery as relevant for the district by the Delegate.

Interested in applying?
Refer to the Manpower website Manpower.com.au/qcs for details on the application and selection process.

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.

How to submit an application

Applications can be lodged on the Manpower recruitment website - Manpower.com.au/qcs

Contact Details if you have queries:
Email: qcs@au.manpowergroup.com
Phone: 1300 725 937

A resume should also be included and should include details about your responsibilities and achievements of current and previous roles, and include two recent referees who have a thorough knowledge of your work performance and conduct. Please ensure that one of the referees is your current or immediate past supervisor.
Additional Information

Applications to remain current for 12 months

The incumbent may be required to work hours outside the normal work hours.

This position reports to the District Manager or Supervisor.

This role description provides the minimum requirements for the role. The incumbent may be required to undertake other duties as required

For details regarding salary information, leave entitlements, flexible working arrangements and other benefits for this position please refer to the Applicant Information Package.

A minimum probation period of 3 months may apply.

All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with Disclosure of Previous Employment as a Lobbyist Policy.

Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicle.

Where a subsequent or recurring vacancy arises, either from the same centre/location or different centre/location from the advertised position, the vacancy may be filled from the order of merit used to fill the original position.

Applications will remain current for up to 12 months after the closing date.

Further information about the department is available from our website.

Criminal History Checks

Criminal history checks will be undertaken by Queensland Corrective Services on preferred applicant(s). Applicants seeking appointment in QCS are required to disclose any criminal histories and/or charges (including convictions which are not recorded), usually at time of interview, as per the provisions of the Criminal Law (Rehabilitation of Offenders) Act 1986, section 9A(1). A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment with QCS. QCS will obtain information from the Queensland Police Service on whether an applicant is under investigation for a serious offence and, if necessary, information can be obtained concerning the person.

Pre-employment Checks

Pre-employment checking will be conducted on preferred applicants before placement. They are used to verify that the information provided by the applicant in the selection processes is true and accurate. Pre-employment checking includes checking of criminal history, identity, performance or previous discipline history.

Employee Union Information

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. Supervisors will be able to tell you the name of the union that represents your role.

You should also know that your name, the name of your workplace and your workplace location may be provided to a relevant union for the purpose of providing the union with the opportunity to discuss with you the benefits of union membership.

Refer to the Applicant Information Package for further information about which union covers the Department of Justice and Attorney-General.