

Position Description



Position Title: Youth Officer (Transport)

Classification: Youth Officer

Grade: Level 1 Yr 6 – Level 2 Yr 4

LOCATION:

Various

IMMEDIATE MANAGER/SUPERVISOR:

Unit Coordinator

CURRENT INCUMBENT:

DATE OF ANALYSIS:

August 2007

INCUMBENT'S SIGNATURE:

**IMMEDIATE SUPERVISOR/
MANAGER'S SIGNATURE:**

DG's SIGNATURE:

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PURPOSE OF THE POSITION

As part of a team, the Youth Officer provides care and supervision to young persons in secure court facilities and whilst transporting detainees in accordance with relevant legislation and departmental policies, procedures and directives.

ORGANISATIONAL RELATIONSHIPS

The Youth Officer in a court based facility report directly to the Unit Coordinator. Unattached Youth Officers report to their designated Unit Manager. The position holder's key contacts within the organisation are fellow team members as they work cooperatively to manage the daily routine of the unit. The Youth Officer also communicates with the Unit Coordinator for the purposes of advice, decision-making and management as well as formal and informal reviews of the position holder's performance.

The position holder liaises with other centre staff to seek and provide advice and information on security issues, psychological, educational and specialist programs, nursing/health services, and daily support services. The position holder liaises with Juvenile Justice Officers in relation to casework.

The Youth Officer liaises with parents, carers, legal representatives, other court stakeholders and significant others of young persons. This liaison and information giving, sharing and collection can contribute to the service delivery plans for the young person.

There are no direct reports to this position.

ORGANISATIONAL CONTEXT OF POSITION

The Department of Juvenile Justice was established as a separate autonomous government body on 1 November 1991. The department employs over 1,200 effective full-time equivalent staff including casual front-line staff. There are 8 juvenile justice centres, 38 juvenile justice community offices (including specialist counselling services and programs from two metropolitan intensive units, and one drug court). Currently there are five specialist Children's Courts with custodial facilities operated by the Juvenile Justice Transport Unit.

The Department of Juvenile Justice is tasked with the provision of quality community and custodial services to maximise the capacity and opportunity of juvenile offenders to choose positive alternatives to offending behaviour. These young people include those who are referred and accepted for youth justice conferencing, those who are placed in a juvenile justice centre pending appearance at court and those sentenced by a court to community based supervision or to a period of custody in a juvenile justice centre. The ultimate aim of the department's work is to break the juvenile crime cycle and to assist in the successful community reintegration of young persons.

The department deals with juvenile offenders, the majority being 16 to 17 year old males committing property and theft offences and referred by the courts and/or the police. Many have experienced significant relationship problems in their families leading to periods of

homelessness. The department's young persons reflect the cultural diversity of the youth population of New South Wales. A large proportion of the young persons are affected by neglect or physical, emotional or sexual abuse. This is particularly the case with young women who are in the department's care. Often the young person's in the care of the department find it hard to relate to, or empathise with others, especially adults and authority figures.

Juvenile justice centres are located at South Grafton (Acmena), St Marys (Cobham), Kariong (Frank Baxter), Unanderra (Keelong), Dubbo (Orana), Airds (Reiby), Wagga Wagga (Riverina) and Haberfield (Yasmar).

Each specialist Children's Court consists of operational units staffed by a Unit Coordinator and Youth Officers. A Unit Manager on a five in seven day basis oversight the unit.

The Transport Unit will also have resources across NSW operating out of the eight juvenile justice centres and at Broken Hill.

NATURE AND SCOPE OF POSITION

WORK PERFORMED

The Youth Officer provides care and supervision for young persons during transport and in court custodial facilities in accordance with relevant legislation and departmental policies and procedures within the context of a team based approach. The Youth Officer also operates in non-secure areas of the court. The position holder complies with the restrictions placed on the young person in terms of the risk assessment evaluation and informs the Unit Coordinator of any potential risk of the young person self-harming or harming others. The position holder supports the development of daily routines for young persons, implements routines and monitors compliance. The position holder identifies the individual needs of the young persons, and arranges for these needs to be met by others and ensures the young person maintains unit standards and complies with agreed unit rules. The position holder supervises client meal times ensuring that security is not breached and hygiene standards are met.

The Youth Officer facilitates adherence to routines and activities at court locations. The Youth Officer participates in the development of unit routines, ensures compliance with the agreed routines and recommends rewards and resolves complaints in line with policy.

The Youth Officer assists with the reintegration of clients into the community and, in conjunction with the Unit Coordinator, arranges contact on their behalf for bail advocacy, family contact and in providing information to Juvenile Justice Officers and juvenile justice centres. The position holder provides support and supervision of the young persons whilst they are in the court environment and in the community and encourages and facilitates positive contact between young persons and their families, carers, friends, significant others and the general community. The Youth Officer assists with security checks of visitors and is either responsible for the transfer of the young person to the visitor area or for supervision of the visit.

Youth Officers are required to transport detainees to staffed and non-staffed court facilities, between juvenile justice centres and to adult correctional centres via a variety of modes of transport. These modes of transport include travelling in commercial and light aircraft.

The driving of vehicles when transporting staff and detainees is a main function of a Youth Officer with the Transport Unit. As such the Department will regard these Youth Officers as having a role of “professional driver” responsible for ensuring adherence to all road and traffic rules and regulations. This includes adherence to all Unit guidelines for the safe operation of the Unit’s vehicles. The vehicle driver is responsible for the safe transport of all passengers including the wearing of seatbelts by staff and detainees. The vehicle driver and other accompanying youth officers are responsible for ensuring that at the end of their work that the vehicle is cleaned out and ready for use by other staff. This includes leaving sufficient fuel in the vehicle.

Youth Officers provide reports and information to Juvenile Justice Officers and to juvenile justice centres to assist in the detainee’s management and to contribute to their service delivery plans.

The Youth Officer maintains a secure environment in a variety of locations for the benefit of young persons, staff and the community and records client movements, conducts security checks, and monitors alarms. The Youth Officer seeks approval for the internal and external movement of young persons and supervises those movements ensuring that security is not breached. Should an incident occur, the Youth Officer is responsible, in conjunction with other team members, for the initial management of the situation and to protect the integrity of the scene, while ensuring the safety and security of clients. The position holder requires the approval of the Unit Coordinator where possible prior to the use of any restraints when dealing with a detainee incident. In the case of minor misbehaviour, the Youth Officer determines whether to caution the young person rather than formally log the behaviour. The position holder recommends to the Unit Coordinator or centre based staff and/or their supervisor any punishments which may be warranted.

The position holder supervises routine matters such as legal interviews, visitations, searches and the issue of stores. The position holder also identifies the need for unit maintenance and reports these issues to the Unit Coordinator for action. The position holder is responsible for the security of keys, radios, pouches and duress alarms under their control.

The Youth Officer maintains Unit records, alert registers, security checklists, motor vehicle running sheets, equipment registers, motor vehicle safety checklists and records information regarding security maintenance and client movements. The position holder contributes to the information exchange to ensure continuity of client care.

The Youth Officer contributes to the department’s individual development system through self assessment and feedback to the Unit Coordinator and peers. The position holder understands and is committed to the principles of equity, Occupational Health and Safety and the Ethnic Affairs Priorities Statement in all aspects of their work, modelling ethical workplace behaviour in all decisions and actions taken.

At times a Youth Officer (Transport) will be required to perform similar related Youth Officer custodial duties in a juvenile justice centre.

CHALLENGES/PROBLEM SOLVING

The major challenge for the position holder is to work as part of a team in the supervision of young people, some of whom exhibit challenging behaviour. The position holder intervenes in situations where disagreement between young people may arise, mindful of the legislative framework in which they operate and limitations placed on the young persons' activities. The position holder is also challenged to ensure that communication with peers and the following shift is maintained.

At times the position holder will work in remote locations without direct supervision and without access to departmental support services. During these times the position holder represents the department and has full custodial responsibility of the detainee. At times the Youth Officer will liaise with personnel from both government and non government agencies, be required to make decisions about the management of the detainee and provide advice to these agencies and to court.

DECISION MAKING

The actions of the position holder are generally defined by legislation and policies governing NSW Juvenile Justice services, principally the Children (Detention Centres) Act, Children (Criminal Proceedings) Act, Bail Act, Children (CSO) Act, Young Offenders Act and the Sentencing Act. Other legislation that defines the actions of the position holder is the Public Sector Management Act and OH&S legislation. The position holder is required to adhere to the provisions of departmental guidelines, policies and directives.

The position holder will at times work in remote locations without direct supervision and without access to departmental support services. During these times the Youth Officer will make decisions, without necessarily referring to others, concerning the detainee in their custody.

The Youth Officer has no delegated authority for expenditure.

POSITION DIMENSIONS

The Youth Officer is responsible for the provision of care, supervision, safety transport and activities for young persons in conjunction with other Youth Officers. This is conducted both in secure and non-secure work environments. No staff report to this position. No budget is allocated to this position.

KEY ACCOUNTABILITIES

- Provide transport, care and supervision for young persons in secure and non-secure environments.
- Comply with the restrictions placed on the young person in terms of risk assessment evaluation.

- Support the development of daily routines for young persons, implement routines and monitor compliance.
- Facilitate the implementation of communicating and receiving information, adherence to alert information, and providing information to compliment/enhance individual service plans.
- Arrange contact where necessary on the young person's behalf with, other agencies, juvenile justice officers, legal representatives, family members, professional agencies and the general community.
- Provide supervision of juvenile justice centre clients whilst they are in the community and facilitate positive contact between the young persons and their families, carers, friends, significant others and the general community.
- Maintain a secure environment for the benefit of young persons, staff and the community and record client movements, conduct security checks, and monitor alarms.
- Supervise routine matters such as keeping unit records, conducting security checks arranging legal interviews, searching detainees and the issue of stores.
- Responsible for the security of keys, radios, pouches and duress alarms under their control.
- Maintain logs, alert registers, and record information regarding security maintenance and client movements.
- Contribute to the information exchange at the end of each shift to ensure continuity of client care including information exchange with personnel at juvenile justice centres.
- Contribute to the department's individual development system through self-assessment and feedback to the Unit Coordinator and peers.
- Understand and be committed to the principles of equity, Occupational Health and Safety and the Ethnic Affairs Priorities Statement in all aspects of their work, modelling ethical workplace behaviour in all decisions and actions taken.
- Interpret legal mandates and at times advocate at court for correct legal paperwork.
- Provide information to courts and adhere to different court protocols which are dictated by the status of the court.
- Knowledge and ability to explain the court process and court outcomes to young people.
- Ability to work with young people of different ages, gender and classification that alter from day to day. At times a Youth Officer (Transport) will be required to preform similar related Youth Officer custodial duties in a juvenile justice centre.
- Act in accordance with all relevant legislation and departmental policies, including Code of Conduct and Information Security.

KNOWLEDGE, SKILLS AND EXPERIENCE NECESSARY

- Demonstrated ability to work, motivate, support and communicate effectively with young people with challenging behaviour.
- Demonstrated capacity to work in a team responsible for the transport and safety of young people.
- Demonstrated negotiation, liaison and problem solving skills.
- Ability to implement and monitor client plans including alert information and disseminate information to be included in client service plans.
- Knowledge of young people's development and techniques for dealing with individuals and groups.

- Capacity to maintain a secure and safe environment for team members and young people from diverse backgrounds cultures, gender, age and classification.
- Understanding of ethical work practices, sensitivity to confidentiality, Occupational Health and Safety, Equal Employment Opportunities and Ethnic Affairs Priorities Statements.
- Possession of a Senior First Aid Certificate.
- Possession of a minimum Class C Driver's licence (Class LR for Sydney Metro area).
- Possess a Higher School Certificate or higher qualification; or School Certificate or equivalent plus trade/equivalent qualifications; or School Certificate or equivalent plus appropriate managerial/supervisory experience; or 3 completed modules in Certificate III in Juvenile Justice (Youth Work) or equivalent.
- Knowledge of court based procedures, court protocols, understanding of legal mandates and the different court jurisdictions.
- Demonstrated ability to work independently and unsupervised.

For I identified position, an applicant's race is a genuine occupational qualification and authorised by Section 14(d) of the Anti-Discrimination Act 1977.

- Documented verification of Aboriginality.

The department will accept proof of Aboriginality confirming the following:

1. You are an aboriginal person of Aboriginal decent;
2. You identify as being Aboriginal; and
3. You are accepted as such by the community in which you live.

An acceptable form of documented verification is a "Confirmation of Aboriginality" letter, provided to you by a local Aboriginal organisation, that includes a common seal from the organisation.