

Schedule 11 - Custodial Officers

CUSTODIAL OFFICER GRADE 1

WORK LEVEL DESCRIPTION

A person at this level working under general direction in accordance with standing orders, either individually or in a team, and assists with the security, safety and care of adults in custody where matters are routine. The scope for flexibility in the performance of tasks and the exercise of discretion is limited to matters not contained in the standing orders, policy and legislation and where such matters are not of a complex or serious nature. Occupants may be required to control situations involving detainees using knowledge of policy, etc and utilising common sense where direction from senior officers is not available until such time that it is.

Skills and Attributes

At this level an officer will have effective oral and basic written communication skills, including interpersonal skills, is required to enter data into a computer using a keyboard and interrogate a computer to access information, and control security surveillance equipment under direction. It is desirable for officers to possess an approved first aid certificate and a driver's licence.

Oral communication skills must be of a standard to adequately explain/discuss/liase/advise senior officers and peers, family and visitors of detainees, and detainees of a range of routine matters directly related to the officer's duties, work area, or detainees under the officer's control. This may include explaining the rules and policy of the institution. Officers are required to communicate with outside agencies and individuals either under direction, in accordance with standing orders, or in relation to routine matters which have a precedence.

Basic writing communication skills required at this level need to be adequate for the recording of events pertaining to detainee behaviour or observations of medical condition, the completion of activity/handover reports and the compilation of personal details of detainees. Generally all written work at this level is for internal reference, and is not for address to outside agencies, authorities or individuals, though it may form the basis for an official report or correspondence prepared by senior officers.

Occupants require a good understanding of the tasks/activities performed within the organisation, a good appreciation of the policy, procedures and guidelines applicable to the work area. Officers are required to have a knowledge of and enforce as appropriate the legislation governing detainee entitlements and rights.

Occupants are expected to be non-judgmental toward detainees, exercise constraint and the minimal restraining techniques necessary to contain/control disturbances and interact with detainees within the limitations of effective security.

Typical Duties

- Conduct patrols and check the security of the premises.
- Inform as required detainees and/or visitors of the rules of the institution.

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- Observe detainees/visitors and take appropriate action against breaches of the rule or report unusual occurrences.
- Undertake escort and courier duties.
- Screen drivers, vehicles and visitors.
- Collect, oversight and prepare meals and oversight the issue of medication and laundry to detainee.
- Co-ordinate and participate in activities with detainees in accordance with the policy of containment and care.
- Oversight detainees paid work detail.
- Operate security and surveillance equipment.
- Record and hold relevant information either manually or on a computer data system concerning detainees, visitors, telephone calls and enquiries including operation of the switchboard.
- Monitor incoming and outgoing phone calls.
- Assist in the acquisition/purchase of legal/allowable provisions for detainees including the internal canteen.
- Supervise detainee access to personal possessions securely stored on the premises.
- Conduct body, property and premises searches for contraband and other dangerous items.
- Liaise with outside agencies, attend to routine queries and arrange for the supply of maintenance services for the Centre.
- Report/refer on the need for medical attention.
- Compile written reports/records on any incident within the Centre in which officers have had some involvement.

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CUSTODIAL OFFICER GRADE 2

WORK LEVEL DESCRIPTION

A person at this level working under general direction and in compliance with standing orders relating to either:

- supervision of custodial officers and care and containment of detainees; or
- supervision of and interaction with detainees at specific posts; or
- management of the Centre in the absence of senior officers and when detainees are "locked-up".

Occupants receive frequent direction and information from senior officers which dictate tasks or the manner in which they are to be performed. Administrative tasks are routine and specific instructions exist as to requirements. The rules of the institution, which address maintenance of security, are specific in most situations and are readily available for reference. Most decisions at this level, which are specifically of a less complex or serious nature, must be made in conformity with standing orders. Decisions of a complex, serious or sensitive nature are referred to senior officers, though this level is to act appropriately with cognisance to standing orders, policy and legislation and utilising common sense in the absence of senior staff pending their availability. Direction for the more complex, serious or sensitive events are controlled either at the grade 3 level or higher for more serious or complex issues.

Knowledge of legislation is limited to that governing detainee entitlements and interpretation is limited to definitions provided by way of instruction and precedence. Generally guidance on legislative requirements is provided by direction from senior staff.

Skills and Attributes

At this level, an officer will have good oral, written and interpersonal skills and is required to supervise subordinate staff in the performance of custodial duties, including planning and providing on the job training, related to proper security and care of detainees.

Officers at this level are able to explain/discuss/advise/liaise/convey directions to subordinate staff and detainees and provide information/reports orally to senior staff, and the communication is readily understood.

Writing skills at this level are higher than that expected at lower levels. Occupants at this level view reports from subordinates and comment on or compile reports of incidents based on subordinate reports or observation or compile recommendations and staff appraisals. Some minor administrative recording is also performed.

Occupants require a sound understanding of the tasks/activities performed within the organisation, a sound knowledge of the policy, procedures and guidelines applicable to a number of specific posts within the Centre and a good knowledge of the legislation governing detainee entitlement and rights appropriate to the effective supervision of

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subordinates.

It is a requirement for staff at this level to assist/participate in the assessment, appraisal, reporting and counselling of subordinate staff.

Occupants are expected to have maturity a developed sense of responsibility, the ability to make reasoned judgements and to exercise discretion and to be uniform in the application of rules and standing orders to both officers and detainees.

Typical Duties

- Complete relevant logs and registers.
- Liaise/report as appropriate/required to senior staff.
- Supervise a number of posts staffed by Grade 1 officers.
- Manage the Centre following lock-up of detainees.
- Control petty cash and account for safe holding of detainees cash and bail moneys held for detainees (night shift only).
- Plan/provide on the job training to subordinate staff.
- Conduct and supervise security inspections of premises.
- Co-ordinate and supervise activities of the Inner Block.
- Examine and consider requests or complaints of detainees and act upon routine matters and refer/recommend matters which are not routine.
- Supervise the recording of relevant information, access by detainees to telephones, receipt of telephone enquiries from external agencies and individuals and initiation of routine enquiries to outside agencies.
- Plan, recommend, co-ordinate activities as appropriate for detainees.
- Ensure and account for proper security in accordance with standing orders.
- Take charge of events in the more serious situations, such as detainees who require medical attention, disturbances or detainee unrest.
- Supervise the acquisition/purchase of legal/allowable provisions for detainees.
- Fill roster gaps in the absence of the grade 3 officer having regard to equity for staff and cost effectiveness.
- Take corrective action in relation to interaction between officers and detainees or in relation to detainees complaints in routine cases in accordance with the rules and regulations.
- Ensure officers maintain a fair and consistent approach to detainees and ensure

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a safe environment for both detainees and staff.

- Keyboard skills.
- In the absence of senior officers, refer to legislation as appropriate and make decisions where the meaning and intent is clear and unambiguous and where guidance is not provided from the standing orders or other authority. Otherwise the matter should be referred to senior officers on call.
- Co-ordinate collation of specified statistical information.

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CUSTODIAL OFFICER GRADE 3

WORK LEVEL DESCRIPTION

A person at this level working under limited direction in compliance with standing orders and reference to the legislation in the management of the adult remand Centre specifically addressing supervision of subordinate staff on shift and ensuring the care and safe custody of detainees.

This level assists in/undertakes the development and formulation of policy and security procedures for authorisation by the Deputy Superintendent. This level develops working procedures and guidelines within the confines of policy and standing orders. This level has a thorough knowledge of the legislation and may make interpretations in regard to routine matters or where precedence exists.

The occupant is responsible for the enforcement of security procedures within the Centre and has specific financial responsibilities including petty cash.

The occupant seeks direction from the Deputy Superintendent on matters pertaining to staffing policy, rostering and leave arrangements and may seek direction from the Superintendent on matters pertaining to detainees rights, entitlements, complaints, grievances or requests.

The occupant directly supervises staff responsible for the operation of security surveillance equipment, electronically controlled security doors, and entrance to the Centre (admissions and departures of visitors, staff and detainees).

Skills and Attributes

Work is performed with minimal direction generally, though specific instruction is necessary in relation to certain matters specified in standing orders, policy and legislation. Occupants determine work priorities, monitor performance, assess effectiveness of procedures and balance the interests of detainees and staff in association with the grade 2 officer.

Decisions made are limited to application of legislation, guidelines and standing orders. Occupants have a good understanding of standing orders, policy, work procedures at all levels, legislation and the function and role of outside agencies. Legislation includes the 'BRC Act', 'Immigration Act' and the 'Children Services Act'. Occupants also require a good working knowledge of the Bail procedures.

Supervisory responsibility extends to the management of all subordinate staff and detainees within the Centre on one of two daily shifts.

Occupants are required to participate in training programs for subordinate staff in conjunction with the training officer and to oversee an on the job training program conducted by the grade 2 officers.

This level is involved in the application of EEO and industrial democracy principles and awareness of OH&S guidelines. Occupants participate and co-ordinate staff assessment and appraisal, counsel and report as appropriate, and have a thorough

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knowledge of human resource management issues including conditions of service and public service disciplinary procedures.

Staff at this level have a broad range of tasks and responsibilities to be performed which require a balanced approach in determining priorities in an environment subject to frequent change.

Written communication skills are of an order expected for occupants responsible for preparing reports and detailed internal correspondence. Oral skills required at this level are of a good standard to communicate instructions/information to subordinate staff including direction of activities in the event of a critical situation and liaison with outside agencies and individuals on sensitive and confidential matters concerning detainees and report to senior officers, and explanation of legislative provisions to visitors. A high level of interpersonal skill is necessary at this level.

Occupants exercise judgement and discretion on a range of matters affecting staff, detainees and visitors within the limits of their responsibility. Staff are capable of a balanced and uniform approach in the application of legislation and standing orders to both staff and detainees.

Typical Duties

- Supervise a shift of subordinate custodial staff.
- Accepts and acts upon bail surety (must be Commissioner for Declarations).
- Accounts for safe holding of detainees cash, bail moneys held and petty cash.
- Maintains a log of all daily events including phone calls, maintenance works and visits.
- Responds to detainees requests and determines the relevant authority to which it should be referred if appropriate.
- Makes security assessment of detainees and visitors.
- Assists directly in the training program.
- Convenes staff selection panels and completes written interview and assessment report for subordinate positions.
- Co-ordinates medical and/or hospital attention when required.
- Drafts reports on events involving detainees and/or visitors.
- Interviews policy and liaises with outside agencies and individuals, such as courts, medical, legal and welfare.
- Assumes control and co-ordinates activities in all critical events except where specified to be controlled by either the Deputy Superintendent or the Superintendent.

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- Assumes control of the Centre in the absence of senior officers.
- Contacts senior staff out of hours where required in accordance with the standing orders.
- Counsel staff when necessary and draft reports as appropriate. Liaise/co-ordinate reports and appraisals from grade 2 officers concerning performance of grade 1 officers. Appraise performance of staff directly subordinate.
- Co-ordinate court attendances by detainees and staff and co-ordinate escort as required.
- Arrange maintenance of the Centre as required.
- Report/liaise daily and more frequently as required with senior officers.
- Investigate minor routine informal complaints, grievances and requests from detainees and approve/adjudicate where necessary and if appropriate within established guidelines, otherwise refer to the Superintendent.
- Direct staff to work overtime or higher duties. Co-ordinate rostering of staff for hospital duties including forward planning for long term hospital duties.
- Manage staff uniforms funds allocation.
- Oversight minor works projects and scrutinise accounts.
- Enforce security procedures and standing orders within the Centre. Report to the Deputy Superintendent on breaches or effectiveness of security measures.
- Process detainees applications for legal aid.
- Authorise keys to be copied and control issue/usage of all keys within the Centre.
- Directly supervises the operation of security surveillance equipment, electronically controlled security doors, entrance to the Centre and the visiting and induction posts.
- Keyboard duties.

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CUSTODIAL OFFICER GRADE 4

WORK LEVEL DESCRIPTION

This position assists with the management of Belconnen Remand Centre and has specific responsibility for staff matters and effective detainee management. This level has responsibility for the preparation of estimates of expenditure and exercise of control of the Institute's assets. Restrictions on the scope of responsibility are directly related to the legislation, standing orders, and fiscal accountability.

Approval of policy and amendment to standing orders is the responsibility of the Superintendent, though this level oversees implementation, prepares and recommends changes.

This level has overall responsibility for the effectiveness and implementation of security for the institution.

This level may be required to interpret legislation, particularly in the absence of the Superintendent and in the course of drafting briefs and policy statements/papers.

Skills and Attributes

Work is performed generally under limited direction, though liaison and approval from senior levels is often required in respect to some functions. This position has considerable input to the development, formulation and implementation of policy on a range of matters.

The occupant has well developed research, analytical, written and oral communication and interpersonal skills. It is expected the quality of work utilising these skills be delivered succinctly, logically, concisely and clearly. The occupant liaises with outside agencies and individuals at senior levels.

Fiscal management functions include human resource management and asset and funds management within the institution. The occupant has a thorough understanding of conditions of service and public service entitlements to enable cost effective rostering and to introduce measures to efficiently control the overtime vote.

The occupant has a thorough knowledge of corrective service programs and issues within the ACT, and a knowledge and understanding of industrial democracy, EEO, OH&S principles and practices, and compensation and rehabilitation requirements.

A knowledge of the emergency response procedures and experience in conflict resolution is required at this level.

The occupant co-ordinates in association with the Training Officer and assists in the training program addressing, in particular, subjects directly related to the positions duties/functions and the management of the institution.

Occupants exercise judgement and discretion on a range of matters affecting staff and detainees within the limits of their responsibility. Staff are capable of well balanced and uniform approach in the application of rules and standing orders to both staff and

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detainees.

This level assumes responsibility for the running of the Centre in the absence of the Superintendent.

Typical Duties

- Ensure effective custody of detainees.
- Review the effectiveness of security.
- Review reports and direct investigations into breaches of the rules/procedures/lost property etc and take appropriate action.
- Prepare estimates of expenditure and exercise control of the institution's assets.
- Recommend and arrange approved recreational facilities for detainees.
- Develop in consultation with senior staff, implement and review standing orders, rules and procedures at the institution.
- Assist in managing the remand centre, particularly in regard to financial and personnel management, security, detainee custody and care and specific policy development.
- Prepare formal briefing papers on a range of matters including incidents within the Centre or proposals concerning the running of the Centre.
- Liaise with outside agencies and individuals.
- Keyboard duties.