

Community Corrections

Monitoring Officer – Statement of Duties

Objective

The Monitoring Officer provides monitoring services of all offenders subject to Electronic Monitoring. They are accountable to the Manager, Monitoring and Compliance Unit for all alerts, investigations and necessary follow-ups associated with those offenders.

Duties

- Ensure that the conditions associated with Electronic Monitoring are observed in compliance with the requirements of the relevant order and legislation
- Monitor alerts for all offenders that are monitored electronically including;
 - Undertake initial assessment of the nature of the alert
 - Respond within established guidelines
 - Record details of all intervention undertaken
 - Notifying the assigned case manager of any action undertaken on the follow-up of an alert
- Investigate any home detention offender related issues and undertake necessary follow up actions as per defined guidelines
- Liaise with the Supervisor for any significant offender related issues and undertake any necessary follow up action
- Update electronic systems with case notes and contacts which may have occurred during the shift
- Providing detailed information to case managers of offender activities and alerts
- Report all breaches of conditions
- Liaise with offenders and both internal and external stakeholders in a manner that is compassionate, respectful and professional whilst maintaining appropriate boundaries with integrity
- Where required provide data, reports and information to support continuous improvement and high quality outcomes.
- Contribute to the development of the program by critically reflecting and reviewing procedures and practices and suggesting ideas and solutions to achieve best practice.

Level of responsibility

- The Monitoring Officer operates within a well-established policy and procedural framework which includes protocols for escalation of issues to their shift Supervisor.
- Conduct your work in a safe manner such that it does not put yourself or others at risk.

- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
- You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

Direction and supervision received

- The Monitoring Officer operates under general supervision from their shift Supervisor and is expected to exercise judgement and initiative consistent with the possession of sound knowledge in this field of work.
- Overall supervision is provided by the Manager, Monitoring and Compliance Unit.

Selection criteria

1. A sound understanding of the role of Home Detention and Electronic Monitoring or the ability to acquire knowledge within a reasonable timeframe.
2. Demonstrated ability to work effectively within a multi-functional team, contributing positively to team operations and working relationships.
3. Demonstrated ability to communicate effectively and negotiate constructively with a wide range of people.
4. Proven ability to prioritise tasks and schedule work in an organised and planned manner including the ability to work under pressure to strict timelines both independently and as a member of a team completing a diverse range of tasks.
5. Proven ability to reason logically and practically during a high pressure situation and respond appropriately according to defined protocols.
6. Demonstrated skills and experience in using computer technology including proficiency in monitoring systems, database applications, word documents, spreadsheets and emails.

Essential requirements

- Nil

Desirable requirements

- Nil

Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

- I. Pre-employment checks
 - Arson and fire setting
 - Violent crimes and crimes against the person

- Sex-related offences
 - Drug and alcohol related offences
 - Crimes involving dishonesty
 - Crimes involving deception
 - Making false declarations
 - Malicious damage and destruction to property
 - Serious traffic offences
 - Crimes against public order or relating to the Administration of Law and Justice
 - Crimes against Executive or the Legislative Power
 - Crimes involving Conspiracy
2. Disciplinary action in previous employment.
 3. Identification check.

Applicants may be required to undergo psychological and aptitude testing as part of the selection process

Position Summary

Title	Monitoring Officer
Number	Generic
Award	Tasmanian State Service Award
Classification	General Stream Band 3
Division	Corrective Services
Full Time Equivalent	1.0
Output Group	Community Corrections
Branch	Monitoring & Compliance Unit
Supervisor	Supervisor
Direct Reports	Nil
Location	Hobart
Position category and funding	A737