**CORRECTIONAL OFFICER**

**(PARKLEA CORECTIONAL CENTRE)**

**APPLICANT INFORMATION BROCHURE**

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# INTRODUCTION

Thank you for your interest in becoming a Correctional Officer with The GEO Group at Parklea Correctional Centre. This brochure contains important information about the role of a Correctional Officer, the function of Parklea Correctional Centre as well as instructions in relation to the recruitment process.

## The GEO Group

The GEO Group Australia is a subsidiary of the US-based The GEO Group, Inc. GEO is one of the largest and most experienced correctional service agencies in the world, and is active in the USA, Canada, Australia, South Africa and United Kingdom.

The GEO Group Australia was established in the early nineties to provide correctional and health services to both State and Federal governments and currently operate five contracts:

* Parklea - NSW
* Arthur Gorrie – Brisbane, QLD
* Junee - NSW
* Fulham – Victoria
* GEO Care - Victoria

## Parklea Correctional Centre

Parklea Correctional Centre is a maximum and minimum security correctional centre for males located 40km North West of Sydney. Operated by GEO since November 2009, Parklea Correctional Centre was the second privately operated correctional centre in NSW.

The centre can accommodate up to 823 offenders, 740 in maximum security and 80 in the minimum security work release centre.

The GEO Group employs approximately 300 people at Parklea CC.

# RECRUITMENT PROCESS

Correctional Officer (CO) recruitment is a comprehensive process that normally takes around 10 weeks from the first advertisement to the commencement of the Pre Service Course (PSTC).

Please be advised that if an applicant is unsuccessful at any stage of the selection process, no formal (written) advice is provided until the entire process has been completed. This may take some time due to the complex nature of the selection process. However, after each stage of assessment, applicants will be advised by the Human Resources Department at Parklea if they have advanced to the next stage or not.

The following outlines the application and recruitment process:

**Stage 1 Submit Application – Online: Short Questionnaire, Resume and Application Form**

**Stage 2 Information Session for interested candidates (Optional)**

**Stage 3 Aptitude testing (in relation to Literacy, Numeracy and Report Writing)**

**Stage 4 Psychometric Profiling**

**Stage 5 Individual Interviews**

**Stage 6 Pre-Employment Medical Screen/Fitness Assessment and Drug and Alcohol Screen**

**Stage 7 Referee Checks and Proof of Senior First Aid qualification**

**Stage 8 National Criminal History Check (including fingerprinting) and**

**Offer of Employment – to commence the Pre Service Training Course**

**Stage 9 Successful completion of Pre Service Training Course. Commence as a qualified Correctional Officer**

**Note: Offers of Employment are only made to those applicants who are successful at every stage of the selection process.**

# WORKING AS A CORRECTIONAL OFFICER

## Overview

Parklea Correctional Centre (PCC) caters for two classifications of offenders: maximum and minimum classification. PCC also houses maximum security offenders on remand. Whilst in the Centre, offenders have the opportunity to participate in education and training, criminogenic and non-criminogenic programs, sport and recreation activities, industries and reintegration activities.

Offenders include those that have been sentenced, those held on remand and those who are appealing their sentences. In this brochure sentenced, persons on remand and appellants are all referred to as offenders.

At Parklea Correctional Centre, GEO employs approximately 240 custodial staff and 60 non- custodial staff members.

## Type of Work

CO’s are responsible for the safe, secure and humane management of offenders, the safety and security of the centre and the case management of offenders. CO’s play a vital role in encouraging offenders to participate in programs and activities as well as prepare for their release by participating in employment and reintegration related activities. CO’s are the primary role model for offenders.

The role of a CO includes:

* Dealing face-to-face with offenders on a daily basis.
* Helping offenders resolve their issues and access the support they need.
* Managing the health safety and security of offenders.
* Ensuring that offenders adhere to centre rules and regulations.

The role of a CO is a diverse one and has been described as someone who is

a teacher, counsellor, security specialist, role model, manager and social worker.

The role of CO can be very rewarding but is also very challenging.

## Conditions of Employment

All CO’s are employed under the terms of the PCC Correctional Officers Enterprise Agreement 2012.

Whilst completing the nine-week Pre Service Training Course (PSTC), Trainee CO’s are engaged on a casual contract. The hours are generally Monday to Friday, 8am until 4pm, with a half hour un-paid lunch break (equating to a 38 hour week).

Upon the successful completion of the PSTC, participants will be classed as Level 1 Correctional Officers. CO’s remain on Level 1 until they successfully complete their Certificate III in Correctional Practice. This is generally completed within 6-12 months. Once completed, permanent CO’s progress to Level 2, and remain at Level 2 for 12 months. At the conclusion of the 12 months with satisfactory performance, CO’s then progress to Level 3. This is the highest level of non-supervisory officer at PCC.

The *general\** progression for CO’s are:

* Pre Service Training Course: Nine (9) weeks full time. Casual contract at $20.11 / hour
* Upon graduating will either be offered Casual, or Permanent positions.
* Once graduated the Officer must undertake Certificate III in Correctional Practice (average 6-9 months for permanent staff, casual staff have up to 24 months to complete.)

**PCC operates 24 hours per day, 365 days per year, and CO’s are employed to work on a shift work basis.**

Shifts are predominantly 8 hour rotational, involving days, afternoons and nights, weekends and public holidays.

### Shift Times:

* 0000hrs – 0800hrs (night)
* 0800hrs – 1600hrs (day)
* 1600hrs – 0000hrs (afternoon)
* Other times as operationally necessary

Full Time CO’s are placed on the Centre Roster, which operates on a 28 day cycle.

Full Time CO’s receive 5 weeks annual leave and 76 hours of personal leave (sick/carer’s leave) each year.

## Salary

Rank and pay structure:

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Annual Salary**  **76 hr fortnight** | **Ordinary hourly rate** | **Casual hourly rate** |
| Trainee Correctional Officer | 1,223 | 16.09 | 20.11 |
| Correctional Officer Level 1 | 2,090 | 27.50 | 34.37 |
| Correctional Officer Level 2 | 2,200 | 28.95 | 36.18 |
| Correctional Officer Level 3 | 2,346 | 30.87 | 38.59 |
| Correctional Supervisor | 2,640 | 34.74 | 43.42 |

# PROFILE: CORRECTIONAL OFFICER

## Main Objective

* Maintain the good order and security of the Correctional Centre and the safety of the staff, offenders and visitors;
* Ensure the provision of quality case management services to assigned offenders in accordance with the offender’s case plan and structured day.

## Main Responsibilities

* Supervise the behaviour and the activities of offenders on a day-to-day basis in accordance with the Centre’s structured day.
* Carry out case management duties for assigned offenders in accordance with the offender’s case plan.
* Interact with offenders and respond to their needs through the provision of services in an appropriate manner in accordance with relevant legislation, Corrective Services NSW Procedures Manual and Parklea Correctional Centre Operating Instructions and assignment orders.
* Carry out other duties as directed.

Correctional Officers perform the important role of managing and supervising offenders, ensuring the safety and security of the Correctional Centre and assisting key stakeholders to reduce recidivism through specially designed programs and services delivered to offenders.

Successful Correctional Officers are people from all backgrounds, who hold strong positive values (including honesty and integrity), who are mature in their approach to all things and who have solid communication skills. Women, indigenous, culturally diverse and young people with a mature attitude (minimum age requirement is 18 years of age) are all encouraged to investigate the possibility of becoming a Correctional Officer.

GEO is an equal opportunity employer, and is proud to be able to offer their staff career progression as well as the opportunity to become a certified workplace trainer, a Workplace Health and Safety representative, and opportunity to work in different roles / departments or even a different GEO-operated Correctional Centre. The opportunities are endless!

# SUITABILITY SELF ASSESSMENT

Not sure if you are suited to the role of Correctional Officer?

Complete this self-assessment to assist you in deciding your suitability.

|  |  |
| --- | --- |
| **Question** | **Yes or No** |
| Are you of good character (no criminal charges, no criminal record even as a juvenile? |  |
| Are you someone that others view as dependable? |  |
| Are you a good communicator? |  |
| Do you have life experience and maturity? |  |
| Can you think on your feet and solve problems when you know a lot depends on your decisions? |  |
| Do you have the sensitivity to deal with offenders and their families and friends in situations which can be stressful? |  |
| Are you genuinely interested in people and can you treat people humanely and fairly, regardless of their status, background, cultural beliefs or gender? |  |
| Can you work in an environment which can be restricted / restrictive? |  |
| Are you prepared to work in situations that are sometimes high risk? |  |
| Can you cope with regular routine, dealing with the same things at the same time on most days? |  |
| Can you work under pressure without letting your team members down? |  |
| Are you prepared to strictly follow set procedures and policies? |  |
| Are you prepared to work shift work in a 365 day/24 hour business? |  |

If you answered **YES** to ALL the above questions, a job as a Correctional Officer may be the job for you.

# APPLICANT REQUIREMENTS

* Australian Citizen or hold Permanent Residency status (NOT a temporary Work Visa).
* Have worked for 5 years since leaving school
* Be of good character (even as a juvenile).
* Good written and oral communication skills.
* High level of maturity and demonstrated life skills.
* High standard of interpersonal skills.
* Fit and healthy (confirmed by pre-employment medical screen and examination).
* Satisfactory level of literacy, numeracy and problem solving.
* Competency in basic computer skills.
* Assessed as “psychologically suited to a Correctional role” by the Australian Institute of Forensic Psychology assessment method.
* Satisfactorily pass a National Police Criminal History Check (we organise this if you get to that stage).
* Ability to pass all stages of the recruitment selection process.

Prior training or qualifications are not required for the role of CO but of benefit.

People who have previously worked in an industrial trade or the community services sector may have skills that are also important in the modern correctional environment.

All successful applicants will bring their life skills, maturity and professionalism to the role and The GEO Group provides the training required to develop the skills and abilities required to be an effective CO.

# PRE SERVICE TRAINING COURSE

The GEO Group provides Trainee CO’s with all the training and support they require to work effectively as a CO. The training delivered is not only relevant to contemporary corrective service practices, but is also comprehensive, interesting and interactive.

Some of the training sessions delivered during the PSTC include:

* The GEO Group Corporate and Organisation Structure
* GEO Code of Conduct and Ethics
* Alcohol and Other Drugs Policy
* Role and duties of a Correctional Officer
* Australian Justice and Legal System
* Legislative requirements of the Crimes (Administration of Sentences) Act and Regulations
* Duty of Care
* Risk Management and Contract Compliance
* Quality Management and Environmental Awareness
* Harassment, Bullying and EEO in the Workplace
* Employee Assistance Program
* Fire Awareness
* Workplace Health and Safety
* Stress Management
* Communication Process
* Report Writing
* Conflict Resolution
* Radio Procedures
* Security Classifications
* Static and Dynamic Security
* Emergency Response
* Offender Movement and Structured Day
* Observation Skills
* Manipulation
* Offender Programs and Services
* Mental Health First Aid

During the PSTC, trainees are required to establish and demonstrate an understanding of prison practice and procedure through formal competency assessment, via weekly assessments based on national standards. Trainees must pass all assessments and are fully supported in this requirement.

Upon satisfactory completion of the PSTC, trainees graduate to the rank of Correctional Officer Level 1. Whilst performing duties, CO Level 1 staff are continually guided to further develop skills and abilities to perform the functions of a CO. CO’s are also expected to complete the requirements of Certificate III in Correctional Practice as quickly as possible after their graduation from the PSTC.

Successful applicants who were previously employed as a CO for a company (or government body) other than The GEO Group, who hold Certificate III in Correctional Practice, will still be required to participate in all or part of the nine-week Pre Service Training Course.

On-the-job training also forms a large component of the PSTC, and trainees need to demonstrate competencies on the job as well as in the classroom in order to successfully complete the PSTC.

The requirement to pass the Pre Service Course can be daunting for some applicants, particularly if the applicant has not studied for some years. This situation is not unusual and, so long as Trainees apply themselves diligently to the Course, the GEO Group undertakes to provide the maximum support and assistance to ensure Trainees pass their assessments and graduate from their Course. Provided that a Trainee works to the best of their ability, it is most unlikely that he or she will not ultimately pass their assessments and graduate.

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# INSTRUCTIONS: COMPLETING THE APPLICATION

* Read all the information supplied both within this brochure and on the website link, prior to submitting an application.
* All applications should be submitted via the website link. Hard copy applications are only accepted in exceptional circumstances (see below).
* All applicants must complete the first round interview questions on the website link.
* All applications must include an attached resume that includes at a minimum:
  + - Previous employment or work experience for the last 5 years
    - Education and qualifications
    - Referee contact details for 2 previous work supervisors that you authorise The GEO Group to contact to obtain a referee.

**IT IS ESSENTIAL THAT APPLICATIONS ARE SUBMITTED BY THE CLOSING DATE:**

**Saturday 22nd February 2014**

**LATE APPLICATIONS CANNOT BE ACCEPTED.**

# SUBMITTING YOUR APPLICATION

Parklea Correctional Centre prefers that you submit your application on-line, by selecting the “Apply Now” option and completing the on-line Application Form (including personal details, answers to the on-line questionnaire and attaching a copy of your resume).

If an applicant is not able to complete the on-line Application Form, the applicant may provide a hard copy of their application to:-

Parklea Correctional Centre

PO Box 197

Parklea NSW 2663

Attention: HR Manager

The hard copy must provide all of the required information (including name, address, contact phone number(s), email address, and date of birth as well answers to the on-line questionnaire and attaching a copy of your resume).

A copy of the on-line questionnaire can either be printed off the internet or obtained by contacting the **Human Resources Manager on 02 9678 4583 or via email jkrieger@geogroup.com.au**

# DEADLINE FOR SUBMITTING YOUR APPLICATION

Applications must be received by Parklea Correctional Centre by the closing date, that is, by the close of business on ***Saturday 22nd February 2014.***

LATE APPLICATIONS CANNOT BE ACCEPTED*.*

# INTERNATIONAL APPLICANTS

If an applicant is **not** an Australian Citizen or does **not** have permanent resident status, we are unable to proceed with the application. Applicants must have an unrestricted right to work in Australia at the time of application.

Please note that The GEO Group cannot sponsor international applicants for the position of Correctional Officer.

# STAGES OF THE APPLICATION PROCESS

**Stage 1: Submit Application - Online: Short Questionnaire, Resume and Application Form**

Initial appraisal of applications, resume and online questionnaire. Successful applicants will be notified and invited to proceed to the second/third stage.

**Stage 2 On-Site Information Session (Optional)**

Held at Parklea Correctional Centre on the Saturday the 15th of February and running in 2 hour sessions starting 10am. GEO staff will give a short presentation and applicants will be able to ask questions about the role, the recruitment and selection process, etc.

**Stage 3 Aptitude Testing (in relation to Literacy, Numeracy and Report Writing**

Applicants will be required to attend the testing venue (TBA) for approx 3 hours on either the Saturday the 1st or Sunday the 2nd of March 2014 at 9am to commence testing. Note this is only open to those who have been invited to attend. Date and time will be confirmed on the invitation.

All applicants must bring a copy of their Driver’s Licence and proof of right to work in Australia (Birth Certificate or Citizenship) to this session. Successful applicants will be invited to proceed to the next stage.

**Stage 4 Psychometric Profiling**

Held at the testing centre (TBA) on 8th March 2014 and involving a number of psychometric tests used widely in the industry to determine whether applicants are suited to the particular type of employment as a CO. This usually takes 4 hours.

**Stage 5 Individual Interviews**

Held at Parklea Correctional Centre the week commencing 10th March 2014, individual interviews are hosted by a panel of three GEO employees with set interview questions. Allow 1 hour.

Successful applicants will be invited to proceed to the next stage.

**Stage 6 Pre-Employment Medical Screen, Fitness Assessment and Drug and Alcohol Screen**

Pre-Employment Medicals are conducted at Action Plus Physio, Shop A, 206 Farnham Road, Quakers Hill. A functional capacity assessment, general health check, audiometry screen and alcohol and other drug tests are conducted. Allow 2 hours. This cost is covered by GEO.

Successful applicants will be invited to proceed to the next stage.

**Stage 7 Referee Checks and proof of Senior First Aid qualification**

The reference checks are conducted by GEO. Applicants must provide two previous work supervisors. It is recommended applicants contact their nominated referees to confirm that they may receive a call from a representative from GEO. Additionally, all candidates must provide proof they are currently qualified in Senior First Aid or have made arrangements (ie receipt) to complete the First Aid course prior to completing the PSTC.

Successful applicants will be invited to proceed to the next stage.

**Stage 8 National Criminal History Check (including fingerprinting) and Offer of Employment – to commence the Pre Service Training Course**

Police checks will need to be conducted by the individual before the course commences. They will be provided with the necessary paperwork and will be required to attend a Police Station to have their fingerprints taken. The cost of the check will be covered by GEO.

Offers of employment to commence training as a Trainee Correctional Officer will be on a casual basis (for the duration of the Course) and upon successful completion of the Course, employment will be offered on either a full-time basis or casual, depending on operational requirements. **Please Note:** all offers of employment are conditional upon a satisfactory result for the criminal history check.

**Stage 9 Successful completion of Pre Service Training Course. Commence as a Qualified Correctional Officer**

The Pre Service Training Course commences around 2 weeks after the offer of employment and is held over 9 weeks at Parklea Correctional Centre.

Trainees who successfully pass the PSTC will be able to graduate as a qualified Correctional Officer.

Successful graduates of the PSTC will be offered employment as a Correctional Officer Level 1 on a full-time or a casual basis.

# NOTIFICATION OF PROGRESSION

Applicants who have successfully progressed to the next stage of the recruitment process will be normally be notified via email or telephone within 5 business days of the stage they completed.

Applicants who have not been contacted by GEO within this time have not progressed to the next stage.

# NOTIFYING UNSUCCESSFUL APPLICANTS

Applicants who are not invited to attend the first on-site stage of the recruitment selection process will be notified via email that they have been unsuccessful.

Applicants who progress to stage 3 and beyond, but who subsequently become unsuccessful, will be notified in writing at the end of the recruitment process.

# FEEDBACK IN RELATION TO YOUR APPLICATION

Please note that it is **not** possible to provide detailed feedback to applicants who are not selected to advance (at each stage of the selection process). The GEO Group can provide information to applicants as to whether they have advanced to the next stage (or not), but detailed feedback **will not** be provided regarding the reason why an applicant has not advanced.

Throughout the recruitment selection process, applicants have been assessed (on a number of occasions) to determine their overall suitability for the role of Correctional Officer as well as their suitability in comparison to other applicants. These assessments have been explained previously in this brochure. Decisions in relation to selection of candidates (to proceed to the next stage of the selection) are based on these assessments and, importantly, the relative performance of all candidates.

In addition, please note that The GEO Group cannot “coach” applicants in relation to their present application or, if unsuccessful, in relation to any future application. To “coach” applicants is regarded as creating a disadvantage to other (present and future) applicants.

# FREQUENTLY ASKED QUESTIONS

1. **I have applied before. Can I just ask for my previous application to be put into this recruitment?**
2. No. Each recruitment campaign is completely independent of previous campaigns.
3. **Who can I contact throughout the process to see if I have progressed to the next stage?**
4. Wait 5 business days to see whether you are contacted and advised of your progression. If you’re not contacted, you can call the **Human Resources Manager on 02 9678 4853 or via email** [**jkrieger@geogroup.com.au**](mailto:jkrieger@geogroup.com.au)to see whether you have progressed or not.
5. **If I apply and if I am unsuccessful, can I try again next time?**
6. Yes, however we are unable to provide you with detailed feedback as to why you have not been successful on this occasion. Therefore, applicants need to self-assess their suitability for the role of CO.
7. **If I am successful for selection, how long do I have to wait before I start the Pre Service Training Course?**
8. Generally it will be 2 weeks from when you are offered a position on the PSTC until the course commences.
9. **If I am moving to the area to commence as a CO, who pays for my relocation?**
10. In relation to the present role, relocation is generally at the expense of the applicant.
11. **I currently work as a Correctional Officer for Corrective Services NSW or in another jurisdiction. Do I have to complete the entire selection process and do I have a good chance of becoming employed?**
12. Yes, you need to complete the entire selection process, as staff from CSNSW or other jurisdictions cannot transfer to GEO. Your application will be assessed in the same way as all other applicants. It is anticipated, of course, that the “training and experience” aspects of your application may be very relevant. However, selection is based on merit across all areas of assessment.
13. **I already hold Certificate III in Correctional Practice. Do I still need to complete the entire nine-week Pre Service Training Course?**
14. Training and assessment requirements for successful applicants with prior corrections experience and/or Certificate III in Correctional Practice will be individually determined. Recognition of prior learning and up-front assessment will be employed to reduce the period of training, where this is appropriate and practical.
15. **I live overseas and am in the process of applying for a working visa. Can I still apply?**
16. No, you must be an Australian citizen or hold permanent residence status to be considered for the present role.
17. **After the PSTC, can I apply to transfer from one correctional centre to another?**
18. You may apply to transfer to another GEO facility. This will be reviewed on a case by case basis. GEO officers cannot apply to transfer to a Corrective Services NSW facility.

**Q. If you have a question which has not been addressed in this brochure?**

**A.** You can call the **Human Resources Manager on 02 9678 4853 or via email jkrieger@geogroup.com.au** to discuss your question.

Parklea Correctional Centre

PO Box 6148

Parklea NSW 2768

Contact: Janice Krieger

Phone: 02 9678 4853 Fax: 02 9678 4031

Email: jkrieger@geogroup.com.au

Web: [www.thegeogroupinc.com.au](http://www.thegeogroupinc.com.au)