

**POSITION DESCRIPTION (NON SMT)**

<b>Position Title</b>	<b>Research, Evaluation and Quality Assurance Coordinator</b>
<b>Reference Number</b>	RPPD411
<b>Department</b>	Rehabilitation and Reintegration Services
<b>Position reports to</b>	Manager, Clinical Intervention
<b>Positions reporting to this role</b>	<p>Program Reviewer</p> <p>Researcher</p> <p>Peer Supervision and Training Coordinator</p> <p>Administrative Support Officers (ASOs)</p>
<b>Work Location and Travel</b>	<p>This position is located at <b>Ravenhall Correctional Centre</b> on 101-201, Riding Boundary Rd, Ravenhall, VIC 3023.</p> <p>This position will provide services at GEO's Community Reintegration Centre in Melbourne on a needs basis.</p> <p>Interstate travel may be required.</p>
<b>Organisational Overview</b>	<p>Our goal is to deliver better corrections, and in doing so, create safer communities.</p> <p>We measure our success in delivering 'better corrections' in two ways: against our objective of being Australia's best provider of correctional services, as well as our ability to make these services better over time through innovation and continual improvement.</p> <p>We measure our success in delivering 'safer communities' through our ability to successfully reintegrate the prisoners we release, with corresponding reductions in their rate of reoffending.</p> <p>To reduce reoffending we apply the GEO Continuum of Care:</p> <ul style="list-style-type: none"> <li>• We work not only in our correctional centres but continue our services out into the community to support our prisoners after release</li> <li>• We work not only with our prisoners but also with those critical to their rehabilitation and reintegration such as families, social networks and other service providers</li> <li>• We work not only during our prisoners' sentences but also afterwards as they leave the correctional system and return fully to their communities.</li> </ul> <p>Our five values which deliver Better Corrections, Safer Communities</p>

	are that we Partner, we Lead, we Deliver, we Measure and we Respond.
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<b>Operating Environment</b>	<p><b>Ravenhall Correctional Centre</b> is located in Ravenhall, Victoria, 25 kilometres from Melbourne.</p> <p>Ravenhall is a 1000 (built for 1300) bed medium security prison for adult sentenced males. Its contemporary campus-style design reflects four accommodation communities with varying profiles: 1) induction and transition, 2) youth and indigenous, 3) remand and 4) protection. Community accommodation is complimented by a further 75-bed Forensic Mental Health Unit, 25-bed Unit for prisoners with significant challenging behaviours, and a 25-bed Mission Unit designed to respond intensively and therapeutically to current community issues. In recognition of the importance of Continuum of Care, Ravenhall extends its presence into the community by providing ex-prisoners with access to post-release support at GEO’s Community Reintegration Centre.</p> <p>Through investment in opportunities for prisoners to engage in work, education and programs, prisoners are not only held safely and securely but given every chance to turn their lives around. Issues behind much of the crime in our communities – such as violent attitudes, anti-social behaviours and the abuse of drugs and alcohol – are addressed through innovative programs and interventions. At the same time helping prisoners with day-to-day challenges such as gaining and holding down employment and finding a suitable place to live also help prevent a return to crime.</p> <p>Ravenhall’s unprecedented emphasis on offender rehabilitation and reintegration is evidenced by a significantly sized team of clinicians and other programs staff, working in concert with a number of Victoria’s most respected organisations including Forensicare, Correct Care, YMCA, Melbourne City Mission and The Kangan Institute. Together, Ravenhall provides an integrated service system that collaboratively brings about lasting positive change in the lives of prisoners pre- and post-release. Through these partnerships the objective of Safer Victorian Communities is achieved.</p>
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<b>Position Summary</b>	<p>The Coordinator manages a number of important portfolios for Ravenhall’s Rehabilitation and Reintegration Services team: Program Scheduling, Prison Peers and Quality Assurance.</p> <p>The Coordinator monitors program outputs and schedules against contractual obligations, the Ravenhall Program Plan and identified prisoner needs (waitlists). They work closely with Senior Clinicians and Alliance Program co-ordinators to assist with the scheduling of group programs across the centre.</p> <p>They also manage the Peer Supervision and Training Coordinator</p>
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	<p>role thereby providing oversight of the recruitment, selection, training and ongoing supervision of Peers at Ravenhall Correctional Centre.</p> <p>The Coordinator also manages the clinical quality assurance portfolio which includes a Researcher and Program Reviewer. They oversee the ongoing evaluation of programs and services at Ravenhall and ensure research is carried out in line with GEO’s research objectives. The Coordinator also monitors compliance with data entry requirements for information management systems related to program delivery, such as Gateway and CVIMS.</p> <p>The Coordinator reports to the Manager of Clinical Intervention and is supported by a team of Program Reviewer, Researcher, Peer Supervision and Training Coordinator and Administration Support Officers.</p>
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**Job Profile**

<p><b>Key Role Accountabilities:</b></p>
<ul style="list-style-type: none"> <li>• Participate as a senior member of the Clinical Intervention team at Ravenhall, leading and managing a team of program review, research, prisoner peer program and administration staff.</li> <li>• Provide leadership, expert advice and consultation to the Manager, Clinical Intervention and other stakeholders on issues related to quality assurance of clinical interventions and information systems.</li> <li>• In conjunction with Senior Clinicians and Alliance co-ordinators and in response to identified program need, schedule programs across the Centre.</li> <li>• Liaise with, coordinate and schedule all programs for external and visiting program providers.</li> <li>• Become a champion in the use of Gateway (particularly program scheduling) and CVIMS and provide ongoing training to staff in the effective and accurate use of these systems.</li> <li>• Undertake regular audits of data entry in CVIMS and Gateway to ensure accuracy and compliance with operational policies and processes.</li> <li>• Ensure program review and research is undertaken in accordance with Ravenhall’s Research Agenda and broader National Research and Evaluation Framework.</li> <li>• Ensure administration staff are effectively and efficiently supporting the clinical intervention team through file management, quality assurance and program support portfolios.</li> <li>• Ensure prisoner program support workers are completing meaningful and appropriate activities that support the programs staff in the centre.</li> <li>• Provide oversight of the implementation of the Prisoner Peer Program at Ravenhall.</li> <li>• Provide operational supervision and support to the Program Reviewer, Researcher, Peer Supervision and Training Coordinator and administration staff.</li> </ul>
<p><b>General Responsibilities as a GEO Non Senior Management Team Member:</b></p>
<ul style="list-style-type: none"> <li>• Ensure GEO’s primary goal of reducing reoffending is at the core of everything you do.</li> <li>• Inspire and motivate others, communicating professionally and assertively, working harmoniously as part of a multi-disciplinary team. Build and maintain effective professional relationships with internal and external stakeholders.</li> <li>• Complete work in a timely and consistent manner and to a high quality standard in line with</li> </ul>

local and/or corporate policies, procedures and operating manuals.

- Have clear understanding of day to day deliverables.
- Complete all required training requirements within designated timeframes.
- Maintain a satisfactory attendance record.
- Understand and ensure that the integrated management system described in the Governance, Risk and Compliance Manual (GRC) and Quality, Environmental, Safety (including Food Safety) Policies is complied with; and ensure any operational, quality, environmental, workplace safety or food safety non-conformance, incident or accident is immediately reported through the appropriate channels.
- Display high levels of integrity and honesty and adhere to GEO's HR2.01 Code of Conduct and Ethical Behaviour, as well as all other applicable policies and procedures.
- Invest in continuous self-development and the development of others.

**Position requirements:**

**Key Selection Criteria**

**Essential:**

- Tertiary qualifications in psychology, criminology or other related field.
- Relevant experience in a health, social work, counselling, probation and parole, prisoner rehabilitation or correctional setting.
- Knowledge and expertise in quality assurance processes, statistical analysis and strategic planning.
- Understand best practice principles in the development and delivery of offender rehabilitation programs and means through which to assess their qualitative and quantitative impact.
- Very high level organisation and time management skills with an ability to coordinate complex program schedules.
- Sound knowledge, or ability to rapidly acquire understanding of, issues relating to rehabilitation and case management.
- Highly developed communication, negotiation and analytical skills with the ability to communicate effectively with a wide range of stakeholders.
- Demonstrated ability to provide leadership and management in a high volume, complex work environment.
- Ability to work as a member of a multi-disciplinary team that involves direct contact with prisoners in a correctional centre environment.

**Desirable:**

- Experience working with complex data systems including SPSS.
- Project management experience.
- Membership of relevant Professional Bodies or organisations.

**Other Requirements of the Role**

- Ability to work within a correctional setting, which will involve direct contact with prisoners.
- Valid and current full Australian driver's licence.
- Satisfactory completion of a National Criminal History Check.
- Ability to obtain and maintain a security clearance.
- Work outside of ordinary business hours may be required on

	occasion.
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APPROVED BY	SIGNATURE	DATE
General Manager		
Relevant Director		
Director Employee and Industrial Relations		
Managing Director		

### Employee Acceptance

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive.
- I have read, understood and accepted the above position description and associated attachments.

NAME	SIGNATURE	DATE

Master copy lodged with HO (SMT only)

Master copy lodged with department monitor