



ROLE DESCRIPTION

Chaplaincy Support Officer – July 2026

Location

Hybrid working arrangement, with a combination of RMO / CSNSW Head Office–based work and work from home, as operationally required

Primary Purpose of the Role

The Chaplaincy Support Officer provides high-quality administrative and coordination support to Chaplaincy Services (Justice and Health) and the Civil Chaplaincy Advisory Committee (CCAC).

The role delivers administrative assistance supporting operational efficiency through effective coordination, accurate data and records management, and assisting with the timely flow of information between the Chaplaincy Coordinator and key internal and external stakeholders.

The role also provides administrative support for the CCAC Health Subcommittee.

The Officer is employed by a Religious Member Organisation (RMO).

Key accountabilities

- Provide high-quality administrative support to Chaplaincy Services and the CCAC to support the effective delivery and governance of Chaplaincy Services across CSNSW Sites
- Coordinate day-to-day administrative operations for the Chaplaincy Services team, including correspondence, document preparation, and records management, to ensure smooth and efficient service delivery
- Maintain accurate and up-to-date data, registers, and records relating to Chaplaincy Services activities and associated documentation (including service agreement records), ensuring alignment with policy, privacy, and record management requirements
- Provide secretariat and administrative support to the CCAC and Chaplaincy Coordinator, including meeting coordination, preparation of agendas, distribution of papers, minute-taking, action tracking, and follow-up of

committee outcomes ensuring accuracy, timeliness, and consistency with required standards

- Act as a supporting point of contact for internal and external stakeholders, including Chaplains, Religious Member Organisations (RMOs), Nominated Agencies (NAs), CSNSW staff, and committee members, facilitating clear, timely, and professional communication
- Assist with the coordination of Chaplaincy Services/CCAC events, training sessions, and meetings, including logistical arrangements, participant communication, and post-event documentation
- Contribute to continuous improvement by identifying opportunities to enhance administrative processes, systems, and information flow within Chaplaincy Services

Key Challenges

- Exercising sound judgement and discretion when handling sensitive information, ensuring records are managed securely and in accordance with relevant processes
- Supporting a geographically dispersed network of chaplains while managing competing administrative priorities
- Maintaining accuracy and attention to detail across high-volume administrative tasks and records
- Navigating CSNSW operational environments while liaising with both internal stakeholders and external organisations

Key Relationships

Chaplaincy Coordinator	Receive direction and support as required Seek advice
CSNSW Chaplaincy Liaison Officer	Develop and maintain effective working relationships Receive guidance and direction as appropriate Provide information and support as required
CSNSW Staff at CSNSW Sites	Develop and maintain effective working relationships
CCAC Executive, Plenary Justice and Health Subcommittees	Provide secretariat and administrative support Develop and maintain effective working relationships
Religious Member Organisations (RMOs) / Nominated Agencies (NAs)	Liaise with representatives to support effective communication and coordination of chaplaincy services

Chaplains	Provide administrative support in relation to documentation and procedural requirements under CCAC policies, COPP, and related frameworks
External Stakeholders	Engage with relevant organisations (for example, faith-based and community organisations) Develop and maintain professional working relationships Provide information and administrative support as appropriate

Role Dimensions

Reporting Line:

- Reports administratively to the Executive of the CCAC
- Reports operationally to the Chaplaincy Coordinator
- Employment relationship managed by the RMO.

Criteria

Essential Criteria

- Hold and maintain endorsement in good standing with the relevant RMO, in accordance with organisational and ethical standards
- Demonstrated experience in secretariat duties, including preparing agendas and taking accurate minutes for committees
- Strong record management skills, including experience with systems such as EDRMS/TRIM
- Strong attention to detail in maintaining master registers, records and documentation
- Demonstrated ability to manage sensitive and confidential information appropriately
- Ability to work independently and manage competing priorities
- Strong interpersonal and communication skills, including the ability to engage with diverse stakeholders
- Ability to effectively utilise technology to support day to day operations
- Demonstrated integrity, resilience, and professionalism
- Current unrestricted Australian Driver Licence and willingness to travel within NSW
- Australian citizen

Desirable Criteria

- Understanding of Corrective Services NSW and its operational environment