



PAPUA NEW GUINEA PUBLIC SERVICE

JOB DESCRIPTION

1. IDENTIFICATION

AGENCY: <i>Department of Justice & Attorney General</i>	SYS. POSN. NO: <i>0000251328</i>	REF. NO: <i>DJAGPS.98</i>
OFFICE: <i>Probation Service (HQ)</i>	DESIGNATION/CLASSIFICATION: <i>Regional Manager Compliance & Monitoring - Southern & Islands / Gr.16</i>	
DIVISION: <i>Justice Administration Service</i>	LOCAL DESIGNATION: <i>Regional Manager Compliance & Monitoring - Southern & Islands</i>	
BRANCH: <i>Probation Services</i>	REPORTING TO: <i>Deputy Chief Probation Officer - Operation (Policy & Standards)</i>	
REPORTING TO: POS. NO: <i>0000250011</i>	REPORTING TO: POS. REF. NO: <i>DJAGPS.02</i>	
SECTION: <i>Standards & Policy</i>	LOCATION: <i>Waigani, NCD</i>	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
<i>DJAG-HRM-0-8-27</i>	<i>17th April 2025</i>	<i>Review/Revised</i>

2. PURPOSE

The **Regional Manager Compliance & Monitoring - Southern & Islands** serves as the senior authority responsible for ensuring the consistent application of probation policies, standards, and legal requirements across the Southern and Islands regions.

This role is critical to maintaining the integrity of the justice system by overseeing compliance activities, mitigating risks, and upholding national probation standards. By providing strategic leadership to regional teams, conducting rigorous audits, and fostering partnerships with law enforcement and community stakeholders, the position ensures that probation services align with the *Probation Act* and departmental objectives.

Without this role, regional probation operations would lack centralized oversight, potentially leading to service inconsistencies, non-compliance with court mandates, and diminished public trust in the justice system. The manager bridges the gap between national policy frameworks and on-the-ground implementation, addressing unique regional challenges while driving continuous improvement in service delivery.

3. DIMENSIONS

- Oversees compliance and monitoring activities across multiple probation offices in the Southern and Islands regions.
- Manages a team of compliance officers and probation staff.
- Ensures alignment with national probation policies and legal frameworks.

4. PRINCIPLE ACCOUNTABILITIES

- Ensure regional probation services comply with national standards and policies.
- Monitor and evaluate the effectiveness of probation programs.
- Provide leadership and guidance to regional staff.
- Report on compliance issues and recommend corrective actions.

5. MAJOR DUTIES

1. Develop and implement regional compliance strategies to align probation offices with national policies, ensuring uniform adherence to legal and procedural standards.
2. Conduct systematic audits of probation offices to evaluate compliance with court orders, record-keeping protocols, and service delivery benchmarks.
3. Lead, mentor, and train a team of compliance officers and probation staff, fostering expertise in monitoring methodologies and ethical standards.
4. Translate national policy changes into actionable regional procedures, ensuring timely dissemination and staff training.
5. Investigate reported violations, recommend corrective actions, and escalate critical issues to the Deputy Chief Probation Officer.
6. Liaise with law enforcement agencies, courts, NGOs, and community leaders to enhance probation service integration and resource sharing.
7. Prepare detailed compliance reports for senior management, highlighting trends, risks, and regional performance metrics.
8. Represent the Probation Service in regional forums, advocating for policy improvements and resource allocation to address gaps.
9. Identify systemic risks (e.g., resource shortages, training deficits) and develop mitigation plans to uphold service quality.
10. Ensure all regional probation records meet statutory confidentiality and accuracy requirements, implementing corrective measures where needed.

6. NATURE AND SCOPE

The role operates within the **Standards & Policy** section, reporting to the Deputy Chief Probation Officer. It involves significant regional travel to oversee compliance activities and requires collaboration with internal and external stakeholders to uphold justice administration standards.

6.1 WORKING RELATIONSHIP

(a) Internal:

- Works closely with probation officers, compliance staff, and senior management.
- Reports to the Deputy Chief Probation Officer - Operation (Policy & Standards).

(b) External:

- Engages with regional law enforcement, courts, NGOs, and community leaders.

6.2 WORK ENVIRONMENT

The position combines office-based work with frequent regional travel. It requires adherence to statutory and administrative guidelines, with a focus on policy enforcement and quality assurance.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

- Must comply with the *Probation Act* and national justice policies.

- Authority to enforce compliance but must escalate major issues to senior management.
- Recommendations must align with legal and organizational standards.

8. CHALLENGES

Balancing regional variations in resources and infrastructure while ensuring uniform compliance with national standards.

9. QUALIFICATIONS, EXPERIENCES, AND SKILLS

(a) Qualifications:

- Bachelor's degree in Law, Criminal Justice, Public Administration, or related field.
- Advanced certification in compliance or auditing is desirable.

(b) Knowledge:

1. National probation policies and legal frameworks.
2. Compliance monitoring and audit methodologies.
3. Regional justice systems and community dynamics.
4. Risk management and mitigation strategies.
5. Data analysis and reporting standards.

(c) Skills:

1. Leadership and team management.
2. Analytical and problem-solving skills.
3. Excellent communication and negotiation skills.
4. Proficiency in compliance software and tools.
5. Ability to work under pressure and meet deadlines.

(d) Work Experience:

- 5+ years in probation, compliance, or justice administration, with at least 2 years in a supervisory role.