|  |  |
| --- | --- |
| **Portfolio** | Communities and Justice  |
| **Department** | Corrective Services NSW (CSNSW) |
| **Division/Branch/Unit** | Custodial Corrections |
| **Location** | Correctional Centre |
| **Classification/Grade/Band** | Clerk Grade 5/6 |
| **Role Number** | Various |
| **ANZSCO Code** | 599999 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 10 May 2017 | **Ref**: **CS0066** |
| **Agency Website** | www. correctiveservices.dcj.nsw.gov.au |

***Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.***

# Agency overview

Corrective Services NSW (CSNSW) delivers professional correctional services and programs to reduce reoffending and create safer communities. We house remand and sentenced inmates in correctional centres and supervise offenders serving orders in the community.

CSNSW provides reports and advice to courts and releasing/parole authorities and assesses offenders in the community and in custody for relevant interventions to reduce their risks of reoffending. CSNSW works in partnership with other government and non-government justice and human services agencies to support victims, facilitate restorative justice and promote reintegration.

# Primary purpose of the role

This role is responsible for applying evidence-based case management practices to a caseload of offenders with varying levels of risks & needs to maximise inmates opportunities for intervention and reduce reoffending.

# Key accountabilities

* Provide a broad range of case management services to offenders in line with legislation, policy and procedures
* Administer assessments to inmates to determine intervention plans & strategies
* Develop, implement and update individualised case plans which identify long and short term goals and strategies to reduce reoffending
* Monitor and direct offenders in the case management process through motivational interviewing, modelling of pro-social behaviours and drawing on strengths based approaches
* Refer inmates to appropriate services and programs in accordance with case plan strategies
* Advocate on behalf of inmates to access appropriate interventions with timely follow up
* Monitor and report on offender’s compliance against case plans and judicial requirements
* Coordinate, in conjunction with other stakeholders, the reintegration of offenders into the community

# Key challenges

* Influencing inmates with varying motivations, to undertake treatment
* Prioritising interventions for higher risk offenders under strict court-ordered timeframes
* Operating within an environment that may be subject to internal and external structural change, public & ministerial scrutiny and judicial enquiry

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** |
| Senior Case Management Officer | * For leadership and guidance and to provide information and reports on performance and compliance
 |
| Custodial Officers | * To coordinate case management for shared caseloads. To provide guidance and training to custodial case officers
 |
| Offender Services & Program staff within Correctional Centres  | * To advocate on behalf of the inmate for the delivery of intervention programs and services. To ascertain the participation and completion in these interventions.
 |
| Unit Leaders and Community Corrections Officers | * To coordinate case management for handover of caseloads released to supervised parole and other conditions
 |
| **External** |
| Inmate families, associates, | * To consult with and provide information to, regarding an inmate’s case management while in custody
 |
| Service providers, professional support network | * To consult with, provide information to regarding an inmate’s case management while in custody
 |

# Role dimensions

## Decision making

The roleprepares case plansin accordance CSNSW policy, delegations and legislative requirements.

The role operates autonomously in relation to its key accountabilities and will consult with the Senior Case Management Officer where higher level guidance is required about complex issues and processes.

## Reporting line

## This role reports to the Senior Case Management Officer

## Direct reports

Nil

## Budget/Expenditure

# Nil

# Essential requirements

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

* National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
* Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

## Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES |
| --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes logo | **Manage Self**Show drive and motivation, an ability to self-reflect and a commitment to learning | * Adapt existing skills to new situations
* Show commitment to achieving work goals
* Show awareness of own strengths and areas for growth, and develop and apply new skills
* Seek feedback from colleagues and stakeholders
* Stay motivated when tasks become difficult
 | Intermediate |
| Relationships logo  | **Communicate Effectively**Communicate clearly, actively listen to others, and respond with understanding and respect | * Tailor communication to diverse audiences
* Clearly explain complex concepts and arguments to individuals and groups
* Create opportunities for others to be heard, listen attentively and encourage them to express their views
* Share information across teams and units to enable informed decision making
* Write fluently in plain English and in a range of styles and formats
* Use contemporary communication channels to share information, engage and interact with diverse audiences
 | Adept |
| Relationships logo  | **Commit to Customer Service**Provide customer-focused services in line with public sector and organisational objectives | * Take responsibility for delivering high-quality customer-focused services
* Design processes and policies based on the customer’s point of view and needs
* Understand and measure what is important to customers
* Use data and information to monitor and improve customer service delivery
* Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers
* Maintain relationships with key customers in area of expertise
* Connect and collaborate with relevant customers within the community
 | Adept |
| Results logo | **Plan and Prioritise**Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the team and unit objectives and align operational activities accordingly
* Initiate and develop team goals and plans, and use feedback to inform future planning
* Respond proactively to changing circumstances and adjust plans and schedules when necessary
* Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals
* Accommodate and respond with initiative to changing priorities and operating environments
 | Intermediate |
| Business Enablers logo | **Technology**Understand and use available technologies to maximise efficiencies and effectiveness | * Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks
* Use available technology to improve individual performance and effectiveness
* Make effective use of records, information and knowledge management functions and systems
* Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies
 | Intermediate |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role is not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES |
| --- |
| **Capability Group/Sets** | **Capability Name** | **Description** | **Level**  |
| Personal Attributes logo |  |  |  |
| Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Intermediate |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| Relationships logo  |  |  |  |
| Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results logo |  |  |  |
| Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers logo |  |  |  |
| Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective project planning, coordination and control methods | Foundational |