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| **Portfolio** | Communities and Justice | |
| **Department** | Corrective Services NSW (CSNSW) | |
| **Division/Branch/Unit** | Custodial Corrections | |
| **Location** | Various | |
| **Classification/Grade/Band** | Clerk Grade 7/8 | |
| **Role Number** | various | |
| **ANZSCO Code** | 599999 | |
| **PCAT Code** | 1119192 | |
| **Date of Approval** | 22 February 2017 (updated 10 May 2017) | **Ref:** **CS0068** |
| **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

# Manage and supervise a Case Management Unit within a Correctional Centre or Cluster to maximise inmates’ opportunities for interventions to reduce reoffending.

# Key accountabilities

* Coordinate the operations of a Case Management Unit (CMU) in a custodial environment to achieve quality outcomes
* Coordinate tasks, provide supervision, guidance and administrative management to Case Management Officers within the Correctional Centre/Cluster
* Allocate and periodically review caseloads of offenders to Case Management Officers and Case Officers in line with the Case Management Delivery Schedule
* Manage a caseload of more complex inmates when required
* Organise and chair onsite Case Conferences for high risk/needs inmates for collaborative multi stakeholder involvement
* Coordinate with Classification & Placement, Managers of Programs & Services, Parole Units and relevant external service providers to maximise inmates’ opportunities for intervention to effect their seamless reintegration into the community
* Contribute to the development and modification of systems and operational procedures for continual improvement of case management practices

# Key challenges

* Managing, motivating and encouraging a team of case management officers
* Managing a cluster of CMUs that spans across more than one area
* Operating within an environment that may be subject to internal and external structural change, public and ministerial scrutiny as well as judicial enquiry
* Achieving performance targets in an environment with competing priorities

# Key relationships

| Who | Why |
| --- | --- |
| **Internal** | |
| Functional Manager – Case Management | * For leadership, guidance and to provide information and reports on compliance and performance |
| Regional Coordinator Case Management | * For leadership, guidance and to provide information and reports on compliance and performance. To consult regarding complex cases |
| Case Management Officer | * To provide guidance and training. Also to allocate caseloads, approve assessment results and case plans designed |
| Custodial Officers | * To allocate caseloads and provide guidance and training as may be needed |
| Centre Management/Governor | * Recognise as an important stakeholder and to gain access to resources, inmates, keys, security and other staff as required. Also to provide reports of performance and compliance as required |
| EOMS | * Assist inmates in accessing programs and services post release and for reintegration |
| Unit Leaders, Parole Units | * To coordinate a seamless transition process for inmates’ case management and reintegration |
| **External** | |
| Inmate families, associates | * To consult with and provide information to regarding an inmate’s case management while in custody |
| Service providers | * To consult with and provide information to regarding an inmate’s case management while in custody |

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| --- | --- |
| Statutory authorities | * To provide statutory information as may be stipulated at that time |

# Role dimensions

## Decision making

* The role approves offender case plans and assessments in accordance with CSNSW policy, delegations and legislative requirements
* The role is responsible for the allocation of caseloads within the team and decisions relating to staffing issues, including the management of staff within the provisions of CSNSW policy, Public Sector wide policies and relevant legislation
* The role operates autonomously in relation to its core business and will consult with the Regional Coordinator Case Management where higher level guidance is required about complex issues and processes

## Reporting line

## This role reports administratively to the Senior Assistant Superintendent/Principal Correctional Officer – Case Management, and professionally to the Regional Coordinator Case Management.

## Direct reports

Case Management Officers – professionally only

## Budget/Expenditure

Nil

# Key knowledge and experience

* Superior skills in offender supervision and case management of complex clients
* Knowledge of, or experience in providing, services and programs to clients
* Understanding of contemporary corrections issues and priorities
* Demonstrated experience in sourcing and analysing complex information, the conduct of risk/needs assessments and the preparation of high quality case plans
* Ability to create and provide professional supervision and development to new Case Management Officers during work based training and a mandatory probation period

# Essential requirements

Current and valid driving licence and willingness to travel within NSW

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 | * Keep up to date with relevant contemporary knowledge and practices * Look for and take advantage of opportunities to learn new skills and develop strengths * Show commitment to achieving challenging goals * Examine and reflect on own performance * Seek and respond positively to constructive feedback and guidance * Demonstrate and maintain a high level of personal motivation | | | 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 | |
| Relationships logo | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position * Lead and facilitate productive discussions with staff and stakeholders * Encourage others to talk, share and debate ideas to achieve a consensus * Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes * Influence others with a fair and considered approach and sound arguments * Show sensitivity and understanding in resolving conflicts and differences * Manage challenging relationships with internal and external stakeholders * Anticipate and minimise conflict | | | Adept | |
| Results logo | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Consider the future aims and goals of the team, unit and organisation when prioritising own and others’ work * Initiate, prioritise, consult on and develop team and unit goals, strategies and plans * Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses * Ensure current work plans and activities support and are consistent with organisational change initiatives * Evaluate outcomes and adjust future plans accordingly | | | Adept | |
| 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 | Intermediate |
| 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 |

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| --- | --- | --- | --- |
| Relationships logo |  |  |  |
| Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Work Collaboratively | Collaborate with others and value their contribution | Adept |
| 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 | Adept |
| 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 | Intermediate |
| People Management logo |  |  |  |
| Manage and Develop People | Engage and motivate staff, and develop capability and potential in others | Intermediate |
| Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Intermediate |