

ROLE DESCRIPTION

Case Manager Employment Pathways

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Corrective Services NSW/Community Industry and Capacity/Work Readiness	
Location	6 Parramatta Square	
Classification/Grade/Band	Clerk Grade 5/6	
Role Number	TBC	
ANZSCO Code	599999	
PCAT Code	1119192	
Date of Approval	26 September 2023	Ref: CS0420
Agency Website	www.dcj.nsw.gov.au	

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

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

This role is responsible for identifying suitable employment and/or training pursuits for offenders leaving custody, both pre- and post-release as part of their reintegration plan and to reduce re-offending.

Key accountabilities

- Support inmates achieve case management goals through motivational interviewing, modelling of pro-social behaviours and drawing on strengths-based approaches, with particular reference to employment and training
- Refer inmates to appropriate services and programs in accordance with the case plan strategies specifically related to employment and vocational training
- Advocate on behalf of inmates to access appropriate interventions with timely follow up
- Coordinate activities, in conjunction with other stakeholders, to ensure the successful reintegration of offenders into the community
- Follow established processes to ensure suitable inmates participate in post release employment.

- Work with established employment service providers to identify and secure suitable post release employment opportunities for inmates.
- Provide ongoing support to inmates post-release to ensure employment is maintained in accordance with Parole requirements.

Key challenges

- Influencing inmates with varying motivations, to undertake activities which support achievement of case management goals, with particular reference to employment and training
- Working with inmates both pre and post release, including within the custodial environment
- 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	
Offender Employment Officer	For leadership and guidance and to provide information and reports on performance and compliance
Case Management Officer (Custody)	To coordinate case management for shared caseloads and inform case management processes and decision making for inmate's reintegration. For leadership and guidance and to provide information and reports on performance and compliance
Offender Services & Program staff within Correctional Centres	To ascertain the participation and completion in these interventions and reintegration needs.
Unit Leaders and Community Corrections Officers	To coordinate case management for inmates with specific reintegration needs prior to and following release
External	
Inmate families and associates	To consult with and provide information to, regarding an inmate's case management while in custody and following release
Service providers, professional support network	To consult with, provide information to regarding an inmate's case management and reintegration processes

Role dimensions

Decision making

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

Reporting line

The role reports to the Offender Employment Officer

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Understanding of the principles of change and their application to case management practices
- Understanding of the nature of offending and the challenges this cohort presents

Essential requirements

- Current Driver's Licence and preparedness to drive as required to perform duties.

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](#) 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	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> 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	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> 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	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> 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	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> 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 	Intermediate

FOCUS CAPABILITIES





Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> 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 	
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	<ul style="list-style-type: none"> 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	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
 Relationships	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	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	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