

ROLE DESCRIPTION

Senior Case Management Officer (Custody)

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	<ul style="list-style-type: none"> • For leadership, guidance and to provide information and reports on compliance and performance
Regional Coordinator Case Management	<ul style="list-style-type: none"> • For leadership, guidance and to provide information and reports on compliance and performance. To consult regarding complex cases
Case Management Officer	<ul style="list-style-type: none"> • To provide guidance and training. Also to allocate caseloads, approve assessment results and case plans designed
Custodial Officers	<ul style="list-style-type: none"> • To allocate caseloads and provide guidance and training as may be needed
Centre Management/Governor	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Assist inmates in accessing programs and services post release and for reintegration
Unit Leaders, Parole Units	<ul style="list-style-type: none"> • To coordinate a seamless transition process for inmates' case management and reintegration
External	
Inmate families, associates	<ul style="list-style-type: none"> • To consult with and provide information to regarding an inmate's case management while in custody
Service providers	<ul style="list-style-type: none"> • To consult with and provide information to regarding an inmate's case management while in custody

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](#) 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">• 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	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	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • 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 	
 <p>Relationships</p>	Influence and Negotiate Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> • 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
 <p>Results</p>	Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances	<ul style="list-style-type: none"> • 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 	Adept

FOCUS CAPABILITIES


Capability group/sets	Capability name	Behavioural indicators	Level
		consistent with organisational change initiatives	
		<ul style="list-style-type: none"> Evaluate outcomes and adjust future plans accordingly 	
	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
	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	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	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	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	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