



Job Description Form

Department of Justice Purpose

To provide a safe, secure and decent corrective services which contribute to community safety and reduced offenders' involvement in the justice system.

Position Title Case Management Coordinator		Special Conditions
Effective Date November 2011	Position Number Generic	Level 6
Division Adult Custodial	Directorate Custodial Operations	Branch Various

Divisional Outcomes

Reduce re-offending; protect the community and direct offenders towards the adoption of law-abiding lifestyles.

Directorate Outputs

The Directorate provides effective leadership, direction, resourcing and support to prisons under direct responsibility to enable the delivery of the following outputs:

Output 1: The custody and control of prisoners.

Output 2: The care and well being of prisoners

Output 3: Reparation to the community.

Output 4: A reduction to re-offending through the provision of training and appropriate rehabilitation programs.

Branch Outputs

Output 1: Managing the prison to ensure the security and good order of the prison is maintained in line with its Business Plan, resource management budget and statutory requirements.

Output 2: Managing the prison to ensure the care, well being and development needs of prisoners are met.

Output 3: The development of effective community and industry programs aimed at providing reparation to the Community.

Output 4: Managing the delivery and encouraging prisoner participation in programs aimed at preventing re-offending.

Role of the Position

The Case Management Coordinator manages the professional standard of service delivery within the prison in relation to prisoners' case management and management of Individual Management Plans. This position also plays the key role in ensuring that compliance requirements in line with Departmental standards are met through the provision of training, supervision and monitoring of Case Officers within the custodial environment.

The responsibilities associated with the position of Case Management Coordinator may include:

- facilitation of effective case management of offenders within a coherent system focused on managing prisoners throughout their sentence within a consistent service provision that is carried through to reintegration into the community;
- in collaboration with the Operational Manager/ASPM, monitoring of the assessment, security classification and management of individual management plans;
- ensuring implementation of and compliance with relevant legislation, organisational procedures and professional standards;
- coaching, training mentoring team members and identifying appropriate training and development;
- ongoing improvement of service delivery;
- liaison with other internal divisions and external agencies in regard to service delivery including

development of programs.

Position Title Case Management Coordinator		Special Conditions
Effective Date November 2011	Position Number Generic	Level 6
Division Adult Custodial	Directorate Custodial Operations	Branch Various

Responsibilities of this Position

Analytical and Conceptual Skills

Relates and compares data from different sources, identifies issues, secures relevant information and identifies relationships in respect of case management.

Workload Management

Manage workload requirements by prioritising activities, which may include;

- Manage progress of report writers in the daily performance of their duties, ensuring requirements are met and initiate appropriate action if modifications are required;
- Allocate and manage all Assessment tasks within Departmental standards;
- Allocate Case Officers to prisoners in line with Departmental standards;
- Ensure allocation and completion of Assessment & Case management tasks utilising Departmental IT systems;
- Participate in Case Conferences as required.

Monitoring and Compliance

Monitor the quality of all aspects of Case Management within the prison.

People Management

Supervision of staff to ensure the effective implementation and maintenance of case management within the prison.

Provide training and mentoring to Case Officers.

Support and encourage the professional development of Case Officers.

Workplace Relationships

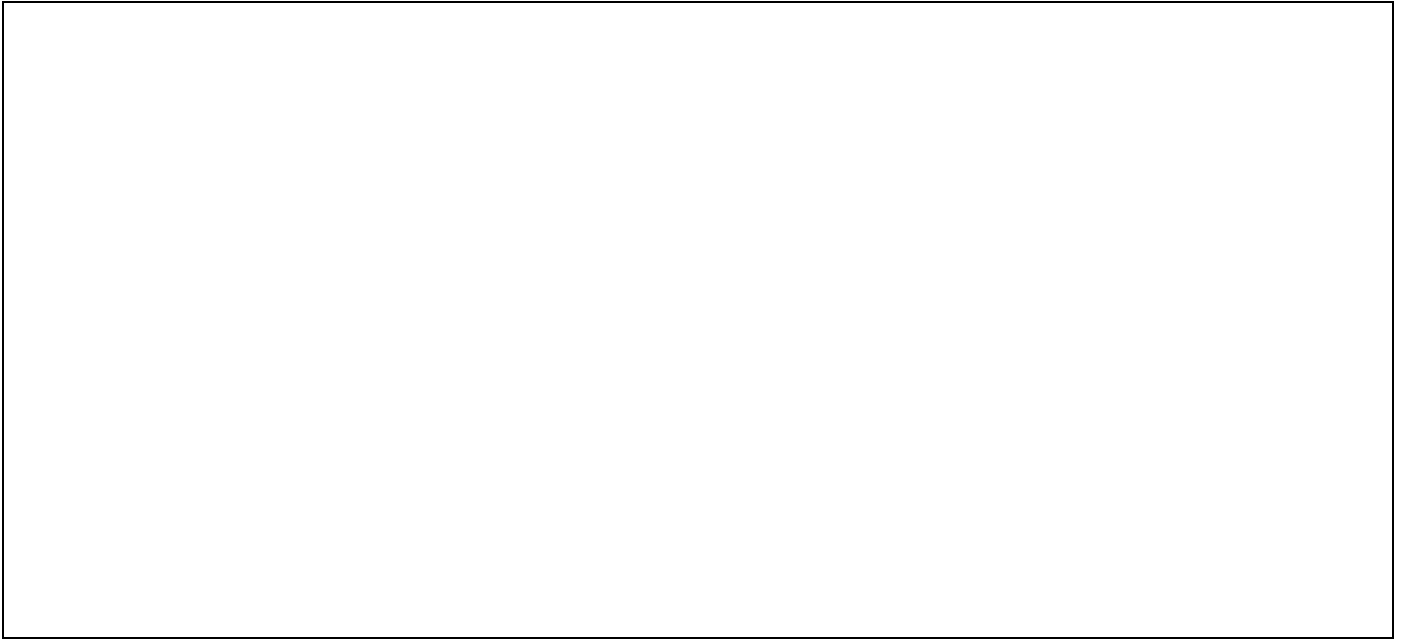
Establish and manage effective workplace relationships and networks to achieve positive results.

Liaise with relevant stakeholders, both internal and external, to ensure the efficient operation of Case Management within the prison.

Represent the prison at meetings in relation to Case management.

Continuous Improvement

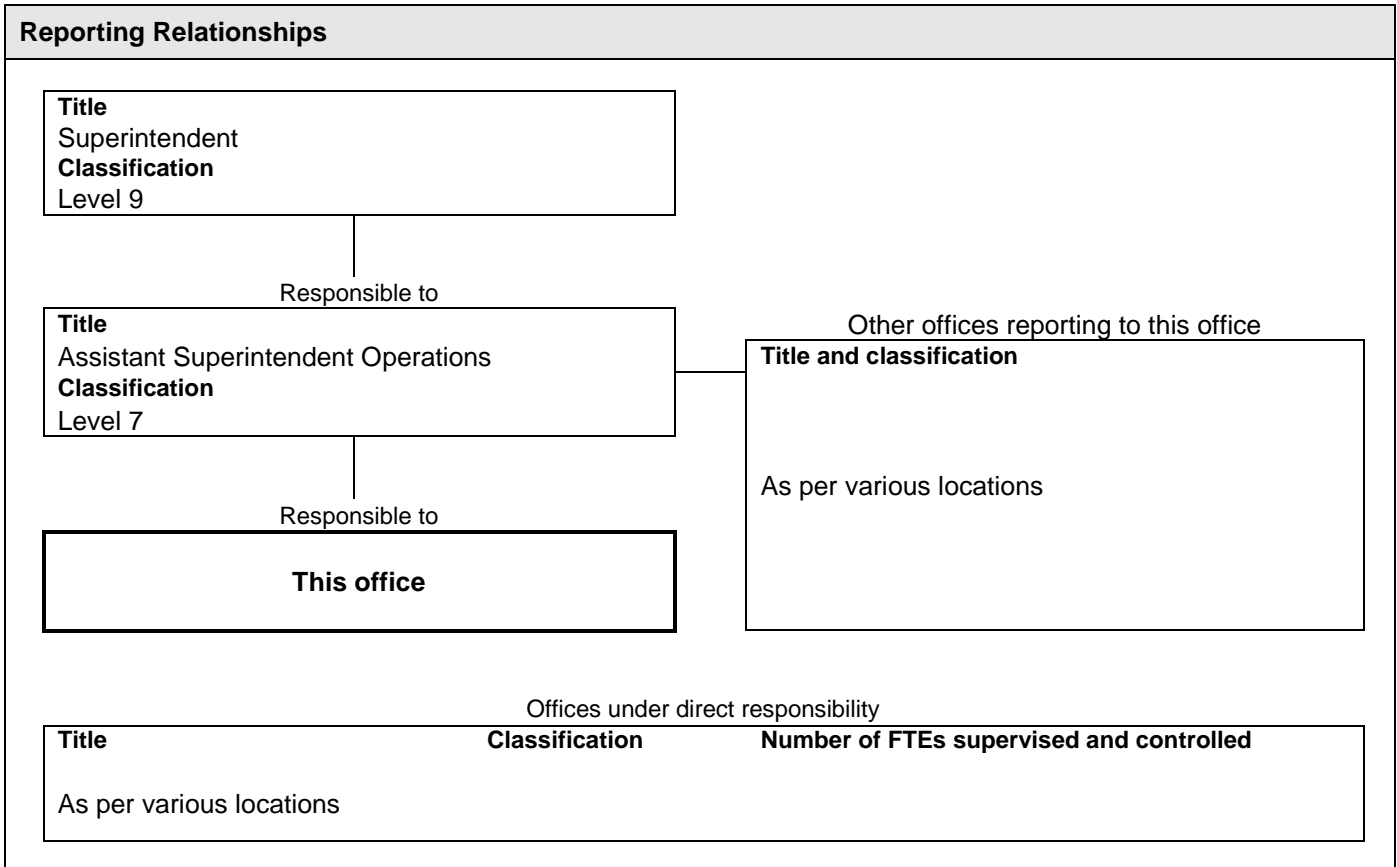
Identify continuous improvement strategies and implement within the prison.



Position Title Case Management Coordinator		Special Conditions
Effective Date November 2011	Position Number Generic	Level 6
Division Adult Custodial	Directorate Custodial Operations	Branch Various

Work related requirements (Selection Criteria)	Context within which criteria will be applied and/or general standard expected
Essential	
1. Case Management	The ability to develop and utilise effective case management strategies, including the Department's computer information systems.
2. Staff Management	The ability to supervise, support and motivate staff to ensure Case Management objectives are met within the prison.
3. Communication	Effective written, oral and interpersonal skills including the ability to establish and maintain positive relationships.
4. Monitoring and Reporting	The ability to monitor the quality of all aspects of case management within the prison, ensuring compliance with legislative requirements.
5. Planning	Well developed planning and organisational skills to meet work priorities and achieve positive outcomes within given timeframes.
6. Knowledge	Demonstrated sound knowledge of legislative requirements within a criminal justice system including a working knowledge of the Assessment & Integrated Prison Regime and Case Management processes for prisoners.
Desirable	
Qualifications	
Possession of, or progression towards, Certificate IV: Training and Assessment	
<p>(NOTE: When applying for vacant positions, applicants are required to address the Work Related Requirements in the left-hand column only. The context and standards only provide general guidelines within which the Work Related Requirements will be applied).</p>	

Position Title Case Management Coordinator		Special Conditions
Effective Date November 2011	Position Number Generic	Level 6
Division Adult Custodial	Directorate Custodial Operations	Branch Various



Location and Accommodation
Location Various Metropolitan and Regional areas
Accommodation GROH (Government Regional Officers' Housing) may apply in eligible areas.
Allowances / Special Conditions
The Contract of Employment specifies conditions relating to this position.

Certification
The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Delegated Authority Approval	
Signature	
Date	/ /