



Job Description Form

Generic Senior Case Management Assessor

Corrective Services

Position details

Classification Level: 5

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement
(and any subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Corrective Services

Physical Location: Various

Reporting relationships

Responsible to: Generic – Case Management Coordinator – Level 6

This position: Generic - Senior Case Management Assessor - Level 5

Direct reports: NIL

Overview of the position

Corrective Services is accountable for the management of government prisons as well as ensuring effective standards and relations with privately operated prison facilities. The outcomes of Corrective Services are to reduce offending, protect the community and encourage offenders towards a law abiding lifestyle.

The Senior Case Management Assessor is responsible for the assessment, review and implementation of assessments and report development of prisoners, in collaboration with prison management. The Senior Case Management Assessor will motivate, support and develop Case Management Assessors, providing advice with regard to prisoner risk, custody and containment issues.

The Senior Case Management Assessor will be required to develop staff in the areas of assessment and case management, coordinate and quality control assessments (particularly security classifications) and other reports. The position will also undertake individual assessments, referrals and reports on prisoners for prison and releasing authorities by collating information obtained from various sources and direct interviews.

Job description

The successful applicant will be expected to:

- Work to improve communication and model integrity and respect in all interactions.
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity.
- Operate within the chain of command to coordinate activities required to meet the Department's strategic objectives.
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Facilitate cultural and management reforms within the Department through leadership and engagement.
- Represent the Department's interest on committees and working groups as required.

Role specific responsibilities

- Conduct individual face to face interviews with prisoners to assess their risks and needs, in the preparation and completion of prison security, placement, management and release reports.
- Analyse and compare information from a variety of relevant sources, ensuring assessment decisions and prisoner management plans are developed based on all available relevant information.
- Liaise and collaborate with internal and external assessment and case management staff/providers, of various disciplines, in the development of comprehensive and viable management plans for each prisoner.
- Review and monitor assessment processes and quality assure assessment and case management reports to ensure compliance with legislation and departmental policies.
- Support, develop and motivate Case Management Assessors in the delivery of effective assessment and case management practices.
- Provide advice and support the development of other prison and departmental staff in assessment practices and procedures for the security, placement, case management and release planning of prisoners.
- Interpret and apply the provisions of relevant legislation, policy and procedures to support and achieve the accurate completion of a range of assessment reports, within required timeframes.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to; understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, draw on information from a range of sources and use judgement to analyse findings, work within agreed guidelines to make decisions and to incorporate outcomes into work plans are important for this role.

Achieve Results

The ability to; assess project and program performance, identify areas of improvement and suggest changes to ensure positive outcomes, demonstrate flexibility and cope with day-to-day changes in priorities, support projects to completion and a focus on quality in all areas of work are fundamental to this role.

Builds Productive Relationships

The capacity to; network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, consult and share information with the team and seek input from others where necessary, encourage contribution and engagement, recognise different views and to ensure that stakeholders are kept informed as appropriate are requirements for this role.

Exemplifies Personal Integrity and Self-Awareness

A commitment to; adhere to the Code of Conduct in all interactions, maintain a high level of personal commitment to integrity, professionalism, probity and personal development, take responsibility for completion of works within timeframes and takes the initiative to progress work when required. Able to justify own position when challenged. Acknowledge mistakes and learn from them, and seek guidance and advice when required. Engage with risk by providing impartial and clear advice, seeking guidance when required, identifying and/or reporting potential risk issues to supervisor.

Communicates and Influences Effectively

A demonstrated ability to; present messages confidently and persuasively and to actively listen, understand and adapt communication styles to suit a range of audiences, listen to differing views and opinions and develop persuasive counter arguments are requirements for this role.

Role Specific Criteria

- Demonstrated experience in interpreting and applying the provisions of relevant legislation, policy and procedures associated with the sentencing, management and rehabilitation of prisoners.
- Strong written and oral communication skills with the ability to convey information using varying methods to different audiences.

- Demonstrated ability to communicate and work effectively with Aboriginal people and people from other diverse backgrounds.
- The ability to work with difficult and/or challenging people, in a prison environment, using effective motivational engagement strategies.
- Highly developed problem solving and negotiation skills with the ability to explain complicated or difficult information.
- Proven skills in accurate report writing, with an attention to detail, and the ability to quality assure documents to meet departmental and legislative requirements.
- The ability to liaise, refer, follow up and address all aspects of prison assessment and case management processes and requirements.
- Broad based knowledge and experience of prison operations including managing offenders, security practices relating to assessing dynamic risks, risk alerts, reviews, actions and deletions in consultation with prison security and management.
- The ability to engage, coach, and mentor others.

Special requirements/equipment

Current Motor Vehicle Drivers Licence.

Operational requirements may require you to work from various sites.

Certification

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

Commissioner, Corrective Services

Signature: _____ Date: 22/09/2021

HR certification date: September 2021