



# Job Description Form

## Department of the Justice Purpose

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

<b>Position Title</b> <b>Case Support Officer</b>		<b>Special Conditions</b> <b>WWC</b>
<b>Effective Date</b> 25 March 2010	<b>Position Number</b> Generic	<b>Level</b> 2
<b>Division</b> Youth Justice Services	<b>Directorate</b> Community, Diversion and Rehabilitation Services	<b>Branch</b> Various

### Divisional Outcomes

Reduce offending, protection of the community, and guidance of offenders towards the adoption of law abiding lifestyles  
Effective business systems and services that support the Departments success

### Directorate Outputs

Young people who offend managed in the community  
Young people who offend managed in custody  
Prevention & Diversion Services  
Intervention Services  
Victim Services

### Branch Outputs

Youth Justice Services is a multi-disciplinary team working to provide an evidence based responsive service to young people and their families when they come into contact with the youth justice system. It aims to reduce antisocial behaviour, strengthen interagency partnerships and prevent likelihood of further escalation through the youth justice system.

### Role Of This Position

The Case Support Officer provides an appropriate level of non-casework supervision and monitors the performance of community work of young people who offend, which includes liaison with relevant stakeholders, and the preparation of verbal and written casework advice associated with the allocated workload.

Community development is a large component of this work, therefore this position also sources and develops community relationships to create Community work opportunities for young people.

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## Responsibilities Of This Position

*An officer employed in this position may be required to undertake all or some of the duties listed depending upon the branch's offender profile and the specific needs of the branch.*

### 1. Assessment and Young Offender Supervision

- Interviews, assesses and determines the placement of young people who offend subject to community work requirements in accordance with departmental policies and procedures.
- Provides an appropriate level of non-casework supervision and monitors the performance of young offenders subject to community work to facilitate successful completion of orders
- Provides an appropriate level of non-casework supervision and monitors through approved processes, [including home visits] the compliance of young offenders.
- Prepares written advice associated with the allocated workload

### 2. Customer Relationships

- Actively seeks to develop relationships to recruit and maintain a variety of community work projects.
- Liaises and negotiates with community stakeholders in regard to risk management.
- Liaises with community work stakeholders to facilitate successful placements for young people.
- Responds to general enquiries from stakeholders and maintains contact with community agencies to ensure a regular exchange of information.

### 3. Team Work

- Participates constructively and positively within the team to achieve team outcomes.
- Researches and provides information on performance of community work and compliance when required including the provision of information on projects for ministerial launches/visits and newspaper articles.
- Supports centre staff to manage their clients in relation to community work.
- Attends case management meetings.

### 4. Policy and Procedures

- Applies relevant legislative requirements, organisational policy and procedures accurately and consistently to achieve outcomes.

### 5. Information and Knowledge Management

- Accesses and applies appropriate information systems.
- Collects and collates information to assist planning and reporting processes.

### 6. Cultural Change

- Participates within and contributes to a positive and innovative workplace environment.

### 7. Continuous Improvement

- Participates in the identification of opportunities for continuous improvement within the team.

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## Skills, Knowledge, Behaviours and Qualifications

For purpose of training etc.

*When **demonstrating** how they meet the selection criteria below, applicants should consider culturally appropriate and sensitive issues and that the duties are undertaken in a difficult working environment that requiring face to face dealings with offenders in the community.*

### **SKILLS**

#### **COMMUNICATION**

Effective written, oral and interpersonal communication skills and to communicate effectively with diverse people in a culturally appropriate manner

#### **TIME MANAGEMENT AND ORGANISATIONAL**

The ability to prioritise, organise and complete work within set time frames.

#### **TEAM WORK**

The ability to participate within the team to achieve positive outcomes

#### **INTERPRETATION**

The ability to interpret and apply legislation, policy and procedures accurately and consistently.

#### **PROBLEM SOLVING**

The ability to develop effective solutions to identified problems at operational level to achieve positive outcomes.

#### **INFORMATION AND KNOWLEDGE MANAGEMENT**

The ability to use, record and store information and knowledge effectively (both electronically and manually) to achieve outcomes.

#### **WORKING WITH OFFENDERS IN THE COMMUNITY**

Ability to work with young people, their families and community within a Justice environment

### **KNOWLEDGE**

Knowledge of legislation, policies, procedures and programs relevant to the management of offenders.

Knowledge of community resources.

Knowledge of current trends and issues relating to the management of offenders in the community.

Knowledge of cultural issues.

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## Work Related Requirements

The work related requirements to be addressed in the application are stated in the Application Package.

For a full description of each criterion, see the section “Skills, Knowledge, Behaviours and Qualifications”.

*The following work related requirements may be assessed at different stages of the selection process.*

**PLEASE NOTE :** When **demonstrating** how they meet the selection criteria below, applicants should consider culturally appropriate and sensitive issues and that the duties are undertaken in a difficult working environment that requiring face to face dealings with offenders in the community.

### **ELIGIBILITY**

Current holder of or ability to obtain the relevant clearance under the Working with Children (Criminal Record Checking) Act 2004 (*the Act*).

This position is identified under section 6 of the Act as “Child Related Work”. Applicants must have a current Working with Children Check or be able to successfully apply for one to be eligible for appointment to this position.

### **ESSENTIAL**

#### **Skills**

#### **COMMUNICATION**

#### **TIME MANAGEMENT AND ORGANISATIONAL**

#### **TEAM WORK**

#### **INTERPRETATION**

#### **PROBLEM SOLVING**

#### **INFORMATION AND KNOWLEDGE MANAGEMENT**

#### **Knowledge**

Knowledge of current trends and issues relating to the management of offenders in the community

### **DESIRABLE**

#### **Skills**

Working with offenders in the community

#### **Knowledge**

Knowledge of relevant legislation, policies and procedures  
Knowledge of community resources

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## Reporting Relationships

<b>Title</b> Manager (Youth Justice Centre) <b>Classification</b> Level 7
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↑  
Responsible To

<b>Title</b> Team Leader Statutory ("local reporting arrangements apply in some Branches") <b>Classification</b> Level 6
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↑  
Responsible To

<b>THIS OFFICE</b>
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Other offices reporting to this office

**Title and Classification:**  
Senior Youth Justice Officer L5  
Youth Justice Officer L4  
Youth Support Officer L2  
Community Work Officer L2

Offices under direct responsibility		
Title	Classification	Number of FTEs Supervised and controlled

<b>LOCATION AND ACCOMMODATION</b>	<b>LOCATION</b>
State location. If accommodation is available give details such as department/G.E.H.A., free/rental, etc.	<b>ACCOMMODATION</b>
<b>ALLOWANCES/SPECIAL CONDITIONS</b>	
State allowances and conditions applicable.	

## Certification

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

<b>Delegated Authority</b>
<b>Signature</b>
<b>Date</b>