

Position Description

Position details	
Position title	Case Manager
Position number	Various
Division	Regional Service Network – South East Metropolitan Area
Unit/Branch	Community Correctional Services
Classification/Grade	CCP3
Employment status	Ongoing and Fixed term opportunities
Position reports to	Supervisor, Court Case Management
Work location	165-169 Thomas Street, Dandenong VIC
Working hours	You may be required to work flexible hours or shift work, including weekends and public holidays, and attend call-outs as required. Appropriate remuneration will be applied for the above in accordance with applicable Victorian Public Service Agreement.
Position contact	Name: James Warren – Manager, Court Practice Phone: (03) 8765 5222 Email: james.warren@justice.vic.gov.au

Role purpose
<p>Community Correctional Services (CCS) is a state-wide service providing for the management of offenders on court orders, serious sex offenders on post sentence supervision and prisoners on parole. In this role CCS helps offenders break the cycle of offending, ensures court and parole order conditions are met and, where they are not, prosecutes breaches in court or engages the Adult Parole Board.</p> <p>CCS plays a vital role in contributing to the safety of the community by:</p> <ul style="list-style-type: none">• Applying case management practice that reduces reoffending,• Engaging offenders to build responsibility, and• Connecting offenders to programs, services and community. <p>Case Managers in the Court Practice stream are responsible for applying evidence based case management practices to offenders at medium or high risk of reoffending.</p> <p>This role is required to manage a case load of offenders with a range of order requirements aimed at reducing the risk of reoffending through conducting risk assessments, preparing case plans, providing interventions and addressing the underlying causes of offending whilst directing and monitoring compliance with court order obligations.</p> <p>This role is required to utilise case management practices to actively engage offenders and ensure responsive, targeted interventions to assist in reducing their risk of reoffending. Case Managers must support offenders to successfully complete their court orders, while balancing risks to community safety.</p>

Key accountabilities
<ul style="list-style-type: none">• Apply evidence based practice in the case management of offenders assessed as medium or high risk of reoffending including ensuring effective assessment, planning, intervention and review.• Identify and evaluate factors that relate to individual offending behaviour and provide individualised risk assessment, case planning, service coordination, identification of interventions to reduce risk, and use of brokerage funds where required to ensure engagement of offenders responsive interventions.• Motivate and influence offenders in the case management process. Model pro social behaviours and draws on strengths based approaches.

- Monitor offender’s compliance against order requirements; demonstrate assertiveness and confidence in dealing with individuals exhibiting challenging behaviours and escalating issues to senior staff in a timely manner.
- Produce detailed reports and other standard documents in line with procedural guidelines.
- Work collaboratively with colleagues, contribute to team planning, work process improvements and day-to-day administration of local work area.
- Demonstrate computer skills proficiency, specifically being able to produce documents via word processing systems as well as perform a range of data and record keeping activities via spread sheets, electronic document management systems and internal databases.
- Performance of any statutory powers, functions and duties of a community corrections officer in the Corrections Act 1986, the Corrections Regulations 2009 or any other Act or regulations that are authorised by the Secretary to the Department of Justice and Community Safety pursuant to section 12A of the Corrections Act 1986.
- Undertake core responsibilities within CCS to support Service Delivery as required.

Key selection criteria

Technical expertise	<ul style="list-style-type: none"> • Demonstrated understanding and/or practice of effective case management practices; proactively managing risk with more complex individuals • Demonstrated understanding and/or practice of modelling pro social behaviours and ability to motivate and influence individuals who are being case managed.
Knowledge and skills	<ul style="list-style-type: none"> • Service Excellence: Creates and implements programs and process improvements to maintain and improve service excellence to ensure professional standards are met. • Environmental Scanning: Uses knowledge of the operating environment and broader field to analyse and report on issues and to manage, develop and improve operations while responding to changes and implementing responses. • Communication: Provides advice, support and formal performance feedback to staff, consults in a variety of forums on difficult issues and uses advocacy and negotiation skills on complex issues. Prepares complex reports and documents based on detailed factual analysis and containing logical and fact-based arguments and recommendations. • Interpersonal Skills: Ensures others receive appropriate instruction and feedback and feel supported, and encourages participation, cooperation and agreement in a range of functions from a variety of stakeholder groups and individuals. • Influence and Negotiation: Uses knowledge and experience to provide compelling guidance and advice; gather information and negotiate from a position of strength in order to gain agreement. • Self-Management: Tailors interactions appropriately to the situation, addressing complex issues effectively and contributing positively to workplace initiatives.
Personal qualities	<ul style="list-style-type: none"> • Conceptual & Analytical: Uses conceptual thinking and sound analytical approaches to support decision making in the work area. • Decisiveness: Uses available information and exercises good judgment to make sound, timely and well-informed decisions. • Flexibility & Resilience: Adapts approaches and work to changes in the environment and effectively meets new challenges. Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems.

Qualifications

- A relevant qualification in social work or related human services discipline (preferred) or criminal justice, criminology (desirable) with work experience in a related field

Qualifications

- Completion of the Certificate III in Correctional Practice within 12 months of commencement (if assessed as necessary).

Important information

The salary range for this position is set out in Schedule B of the *Victorian Public Service Enterprise Agreement 2016*. Please refer to the Department of Treasury and Finance website (dtf.vic.gov.au) for further information.

Department policy stipulates that salary upon commencement is paid at the base of the salary range for the relevant grade. Any above base requests require sign off by an executive delegate and will be by exception only or where required to match the current salary of Victorian Public Service staff transferring at level.

Individuals who have received a Voluntary Departure Package from a Victorian Public Service department/agency are ineligible for re-employment for a minimum period of three calendar years from the date of separation.

The department is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees.

All appointments to the Department of Justice and Community Safety are subject to reference checks and criminal record checks. Some positions may also be subject to a medical check and/or 'Working with Children Check'.

If the position is based in a prison or community corrections location or has offender management responsibilities, employment may be subject to a number of additional pre-employment security and safety checks, including, but not limited to:

- Pre-employment Security Check (Declaration Form).
- National Police Record and Fingerprints Check and International Police Clearance (if applicable).
- VicRoads Information Check and Interstate Drivers Licence Check (if applicable).

Department of Justice and Community Safety employees are required to demonstrate commitment to:

- **The department's values and behaviours** – serve the community, work together, act with integrity, respect other people and make it happen.
- **The environment** – the department is committed to minimising its environmental impact and requires all staff to comply with its environmental policy.
- **Recordkeeping** – the department is committed to good recordkeeping and requires all staff to routinely create and keep full and accurate records of their work-related activities, transactions and decisions, using authorised systems.
- **Diversity** – the department embraces diversity amongst its staff and strongly encourages suitably qualified people from all cultural backgrounds to apply.

Please visit [About the Department](http://justice.vic.gov.au) on the Department of Justice and Community Safety website (justice.vic.gov.au) for information on our:

- organisational values and structure
- policies such as privacy and conflict of interest
- Victorian Public Service (VPS) code of conduct
- Disability Action Plan and other topics relating to employment in the department
- commitment to the safety and wellbeing of children.