

Title of Position	Case Manager	Position Number	
Division	National Services	Award	SCHCDS
Section	WA Services	Classification	Level 5
Location	Perth Metropolitan		As per contract
Delegated \$ Authority	N/A	Probation Period	6 months
Position Type	As per contract	Hours per. week	As per contract

Job & Person Specification approved by the CEO:/...../.....

JOB SPECIFICATION

1. *Summary of the broad purpose of the position in relation to organisation goals.*

The Case Manager is responsible for the provision of case management services to support the reintegration and rehabilitation, of people released from detention. Ensuring that the primary needs of clients accessing the service are determined via a comprehensive assessment which includes a safety risk assessment. In collaboration with participating clients, individual identified needs form the basis of a comprehensive case plan which incorporates short- and long-term goals.

The Case Manager role is predominately an *outreach* position that provides assessment, case planning, referral to appropriate services, advocacy, goal setting and prioritising tasks, whilst supporting successful reintegration. This includes work in several locations including, client's current places of residence and assisting clients to attend appointments and may include custodial/detention facilities. Travel to, and work within the broader Perth and Peel Regions is required in line with the throughcare model for offenders being released into the community.

2. *Reporting/Working Relationships*

The Community Case Manager reports to the line manager as assigned.

The Case Manager is expected to develop effective working relationships with other Community Transitions (CT) services/staff, Government Departments, Agencies, and Service Providers.

3. *Special Conditions*

- A current driver's licence is required.
- Appropriate Police Clearances / screenings must be maintained, as directed.
- Is bound by confidentiality regarding client and organisational information disclosure.
- The Case Manager may be required to provide services intra state on occasions.

Statement of Key Outcomes and Associated Activities

4. The Community Case Manager will:

- Demonstrate the highest levels of personal and professional integrity and ethical behaviour.
- Assist clients to identify their individual goals and needs through the provision of a comprehensive intake and assessment process, and liaison and co-case management with referring agencies.
- Where assigned, support clients to develop a holistic individual case plan that establishes short- and long-term goals across all presenting issues with an aim to achieving successful reintegration into the community.
- Ensure the service is provided in a manner that achieves positive client outcomes and targets, as set out via the case plans and expectations.
- Review case plans on a regular basis with participating clients.
- Liaise with partner organisations and relevant human services with the aim of achieving positive outcomes which will assist in clients achieving their negotiated goals and obtaining social reintegration.
- Provide counselling to clients as needed, for domains such as alcohol and other drugs (AOD), Mental Health, Family and Domestic Violence (FDV), Gambling Support, Anger Management, and others.
- Provide clients with accurate and current information which empowers them to make informed decisions/choices for themselves.
- Work in a holistic and restorative manner to engage clients in their ongoing connection and reintegration to the community.
- Provide appropriate written reports, including monthly reports to your line manager.
- Maintain appropriate and accurate client files.
- Ensure that day to day administration requirements of the program is met, including internal and external database systems as required.
- Participate in team meetings.
- Contribute to and comply with CT policies, directives, and guidelines through:
 - Utilising research data on current best practice in intervention and treatment
 - Contributing to approved research projects
 - Promote the standards of Community Transitions work including acting as a role model.
 - Establishing professional relationships with external agencies and departments
 - Ensure the service is promoted in a positive manner to the community.
 - Provide a safe environment for staff and clients consistent with the requirements of Worker Health & Safety
- Any other duties as directed.

5. Work Health and Safety

- Maintain a safe work environment in accordance with the organisation's Work Health and Safety Policies and Procedures
- Undertake and maintain appropriate risk assessments for clients and activities.
- Participate in mandatory Work Health and Safety training sessions.
- Identify and report hazards in the workplace.

PERSON SPECIFICATION

Essential Minimum Requirements:

Educational/Vocational Qualifications

Tertiary qualification in a human services discipline and/or equivalent knowledge and experience in case managing people who are experiencing high levels of need and disadvantage.

Personal Abilities/Aptitude/Skills

- Ability to empathise with disadvantaged people and those subject to statutory conditions.
- Ability to assess the needs of clients within a holistic framework.
- Effective communication, crisis intervention skills, interviewing and counselling skills.
- Ability to develop and maintain professional networks.
- Ability to prepare reports and maintain accurate records.
- Ability to implement service strategies and evaluate results.
- General Computer skills, and ability to maintain database entry in an accurately and timely manner.
- Ability to work within a correctional facility.

Experience:

- Case Management and associated record keeping
- Interviewing and basic counselling skills
- Working cooperatively with a range of service providers.
- Working with minimal supervision.
- Advocacy and networking.

Knowledge:

- Support Services available for people with complex needs.
- Trauma Informed and Restorative Justice Principles
- Worker Health & Safety Principles

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

First Aid Certificate.

Personal Abilities/Aptitudes/Skills

- Conflict Resolution management skills.

EXPERIENCE

- Working with people from a range of cultures and social backgrounds.
- Experience in the use of computerised client information systems.
- Experience in assessing needs and risks of disadvantaged people, especially ex-offenders.

KNOWLEDGE

- A basic understanding in Restorative Justice Principles.
- Time management and prioritising tasks
- Integration and social inclusion principles

Acknowledged by Occupant

I confirm that I understand and agree to the expectations of this role as listed in this Job Description and confirm that I have the skills and experiences to undertake these.

Name.....

Signature.....

Date.....