

JOB & PERSON SPECIFICATION

Position title	Case Manager	Award	SCHADS
Division	Home Detention Integrated Support Service Program (HISSP)	Classification	Level 5
Section	Client Reintegration Services	Probation period	6 months
Location	Adelaide metropolitan	Hours per. week	As per contract
Delegated \$ authority	N/A	Position type	As per contract

Job & Person Specification approved by the CEO:

Name	Signature	Date
------	-----------	------

1. Job Specification

1.1 Purpose of the Position

The Case Manager is responsible for 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 case plan which incorporates short- and long-term goals. The case plan will also identify individual roles, responsibilities, and timelines.

The Home Detention Integrated Support Services Program (HISSP) is a statewide initiative funded by the Department for Correctional Services, providing wrap-around support to individuals on Home Detention and other types of statutory orders. The program focuses on reducing reoffending and supporting successful reintegration through tailored, practical support. This is a fast-paced, brief intervention model working with individuals for a period of one to three months. The role involves working directly with participants referred through to HISSP to assess and deliver holistic case management, coordinate referrals, and provide support across a range of identified needs. Assessing participants and making timely referrals to internal services as a part of the program and to external supports if a longer-term need is identified, as required.

1.2 Reporting/Working Relationships

The Case Manager reports to the Team Leader, HISSP.

The Case Manager is expected to develop effective working relationships with other OARS Community Transitions services/staff, departments, agencies, service providers and specifically the Department of Correctional Services.

1.3 Special Conditions and Requirements

- A current driver's licence.
- Appropriate Police Clearances must be maintained, as directed.
- A Working With Children Check may be required.
- Confidentiality regarding client and organisational information disclosure.
- May be required to provide services intra state on occasions.
- Some manual handling is required of this position.
- OARS Community Transitions follows the SA Government Information Sharing Guidelines (ISG) to promote the Safety and Wellbeing of Children, Young People and their Families and the Case Manager is required to comply with and act in accordance with ISG Policy and Guidelines.

2. Key Outcomes and Associated Activities

2.1 Key Activities

- Support clients engaged with the Home Detention Integrated Support Service Program through brief intervention by the development of a holistic individual case plan that establishes short- and long-term goals across all presenting issues with an aim to reducing recidivism and assisting clients to integrate into their local communities.
- Assist clients to identify their individual accommodation needs through the provision of a comprehensive intake and assessment process.
- Liaise with in-house services 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 basic counselling to clients as needed.
- Make appropriate referrals to a specialised service.
- Provide clients with accurate and current information which empowers them to make informed decisions/choices for themselves.
- Assist in supporting, developing, and nurturing positive networks for clients.
- Ensure services are 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.
- Regularly review case plans with the Team Leader.
- Provide appropriate written reports including a monthly report to the Team Leader.
- Maintain appropriate and accurate client files.
- Ensure that day to day administration requirements of the program are met.
- Participate in team meetings.
- Promote the service in a positive manner within the community.
- Maintain procedures that adhere to the requirements of Occupational Health, Safety and Welfare.
- Other duties as directed.

2.2 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.

3. Essential Minimum Requirements

3.1.1 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.

3.1.2 Personal Abilities/Aptitude/Skills

- Ability to work within a fast-paced, brief intervention model.
- Ability to prioritise tasks and manage time effectively.
- Ability to empathise and work with disadvantaged people and those interfacing with the criminal justice system.
- Ability to interact with people who are experiencing homelessness.
- Ability to assess the needs of clients within a holistic framework.
- Ability to prepare reports and maintain accurate records.
- Effective communication and crisis intervention skills.
- Interviewing and basic counselling skills.
- Ability to develop and maintain professional networks.
- Ability to implement service strategies and evaluate results.
- General computer skills, including the use of computerised client information systems.
- Ability to enter information related to client records in accordance with organisational timeframes and procedures.
- Ability to work within a correctional facility.

3.1.3 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.

3.1.4 Knowledge

- Support services available for individuals across the community service sector.

- South Australian criminal justice system.
- Work Health, Safety and Welfare principles.

3.2 Desirable Characteristics

3.2.1 Personal Abilities/Aptitudes/Skills

- Ability to assist in the development of funding proposals and submissions.
- Conflict resolution management skills.
- Counselling skills

3.2.2 Experience

- Working with people from a range of cultures and social backgrounds.
- Experience in assessing needs and risks of disadvantaged people, especially ex-offenders.

3.2.3 Knowledge

- A basic understanding in Restorative Justice Principles.
- Integration and social inclusion principles

4. 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