

# Job & Person Specification

## Justice Support Worker



### About the position

Overview	<p>Reporting to the General Manager, Specialised Client Services, the Justice Support Worker is responsible for ensuring that the primary needs of guests accessing the service are determined via a comprehensive assessment which includes a safety risk assessment. In collaboration with guests, individual identified needs form the basis of a comprehensive case plan which incorporates short- and long-term goals. The case plan will also identify individual roles, responsibilities, and timelines.</p> <p>The Justice Support Worker will provide court support and guidance to guests navigating the justice system, assist with understanding of and compliance with legal conditions. Support may include assessment, case planning, referral to appropriate legal services, in-house and external, advocacy, goal setting and prioritising tasks, utilising the organisational overarching service model, incorporating the Good Lives Model, Restorative Justice Principles and Desistance in Reintegration into the daily activities and tasks with guests.</p>
Working relationships	<ul style="list-style-type: none"> <li>• National Indigenous Network Initiative</li> <li>• Sonder</li> <li>• Department for Correctional Services</li> <li>• Courts Administration Authority</li> </ul>
Special conditions	<ul style="list-style-type: none"> <li>• OARS Community Transitions follows the SA Government Information Sharing Guidelines (ISG) to Promote the Safety and Wellbeing of Children, Young People and their Families. This role is required to comply with and act in accordance with ISG Policy and Guidelines.</li> <li>• Current or willing to obtain National Police Clearance.</li> <li>• Current or willing to obtain Working with Children Check.</li> <li>• Current or willing to obtain Working with Vulnerable People Check.</li> <li>• Valid Driver's License.</li> <li>• Interstate or intrastate travel may be required.</li> <li>• Current or willing to obtain vaccinations for Diphtheria, Whooping Cough, Polio, Hepatitis A &amp; B, Measles, Mumps, Rubella, Chickenpox and Tuberculosis.</li> </ul>

## Experience, skills, and knowledge

Experience	<ul style="list-style-type: none"> <li>• Demonstrated experience working with Aboriginal and Torres Strait Islander communities.</li> <li>• Experience supporting people with justice involvement (courts, corrections, youth justice, or related community services).</li> <li>• Case management and associated record keeping.</li> <li>• Interviewing and basic counselling skills.</li> <li>• Working cooperatively with a range of service providers, advocacy and networking</li> <li>• Working with minimal supervision.</li> </ul>
Skills and abilities	<ul style="list-style-type: none"> <li>• Ability to empathise with disadvantaged people in general and those interfacing with the criminal justice system.</li> <li>• Ability to assess the needs of guests within a holistic framework.</li> <li>• Ability to prepare reports and maintain accurate records.</li> <li>• Effective communication and crisis intervention skills.</li> <li>• Interviewing and basic counselling skills.</li> <li>• Ability to develop and maintain professional networks.</li> <li>• Ability to implement service strategies and evaluate results.</li> <li>• Ability to undertake timely and accurate data entry with electronic</li> <li>• Ability to work within a correctional facility</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Demonstrated knowledge and awareness of cultural and cross-cultural issues impacting justice-involved Aboriginal and Torres Strait Islander people and communities.</li> <li>• Knowledge of the Justice System and awareness of court processes, police procedures and bail/parole/community corrections conditions.</li> <li>• Work Health &amp; Safety principles</li> </ul>

## Qualification & credentialing requirements

Qualifications	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
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## General responsibilities

### Key responsibilities

- Providing guests with court support and assistance in navigating justice involvement, attending hearings, and coordinating with legal representatives.
- Support guests to understand and comply with police, bail, parole, and court-imposed conditions.
- Connect guests with legal services and advocacy, ensuring warm referrals and support in gathering necessary documentation.
- Assist guests to identify their individual needs through the provision of a culturally appropriate and comprehensive intake and assessment process, and work with relevant stakeholders, including families, elders, other key community members and other consortium members
- Where assigned, support guests to develop a holistic individual case plan that establishes short- and long-term goals, and structured activities and individual schedule for the week
- Review case plans on a regular basis with guests.
- Liaise with in-house services and relevant human services with the aim of achieving positive outcomes which will assist guests in achieving their negotiated goals and obtaining social reintegration.
- Provide basic counselling to guests as needed and make appropriate referrals to specialised services.
- Provide guests with accurate and current information which empowers them to make informed decisions/choices for themselves.
- Develop and implement purposeful individualised transition plans with guests.
- Assist in supporting, developing and nurturing positive networks for guests.
- Provide appropriate written reports, including monthly reports your line manager
- Maintain appropriate and accurate guest files.
- Ensure that day-to-day administration requirements of the program are met, including utilising the organisational internal database, and any external databases and reporting requirements.
- Participate productively and collaboratively as a member of a multi-disciplinary team involving a range of internal and external stakeholders and service providers to achieve quality casework outcomes.
- Promote the service in a positive manner within the community.

## Work Health and Safety

- Maintain procedures that adhere to the requirements of Work Health and Safety.
- Maintain a safe work environment in accordance with the organisation's Work Health and Safety Policies and Procedures, and associated legislation.
- Undertake and maintain appropriate risk assessments for guests and activities.
- Participate in mandatory Work Health and Safety training sessions.
- Identify and report hazards in the workplace.
- Other duties as directed.

## Desirable attributes

- Conflict resolution management skills.
- Counselling skills.
- Experience in assessing needs and risks of disadvantaged people, especially ex-offenders.
- A basic understanding in Restorative Justice Principles.
- Time management and prioritising tasks.
- Integration and social inclusion principles.