

Job Description

Forensic Case Worker



Reporting to	Team Leader, Forensic Casework Services
Classification	SCHCADS Industry Award (2010), Level 3
Location	Dependent on program

About ACSO

The agency was established in 1983 as the Epistle Centre by ex-offender Stan McCormack, to support prisoners find housing, employment and stop their offending behaviour. Over 30 years ACSO has grown and diversified to provide life changing support programs for people in, or at risk of entering, the criminal justice system.

ACSO is an organisation with a bold vision for a community where everyone has the opportunity to thrive, and prison truly is the last resort. It's our goal to reduce re-offending, and our purpose to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

Our Vision

ACSO's vision is for a community where everyone has the opportunity to thrive, and prison truly is the last resort

Our Purpose

Our purpose is to strengthen the wellbeing of communities by advocating for and delivering services which divert people away from the justice system.

Our Ethos

"Create another chance"

Our Core Values

Passion; Our heart and passion are at the core of everything we do.

Belief in Humanity; We believe that everyone deserves another chance and entitled to opportunities which can help them change their lives and realise their potential.

Integrity in all we do; We are genuine in our relationships with clients and each other, always true to ourselves and courageous in our approach.

Innovative spirit; We are willing to explore and develop new and innovative solutions and take on the challenges that confront us.



Purpose of the position

The role of the Forensic Case Worker is to provide an effective reintegration pathway for eligible clients who are exiting custody. This is achieved through addressing the individual and complex transitional needs of each client through a responsive, tailored and flexible support approach, and providing intensive assistance and support to assist the transition of clients from custody to the community.

A day in the life of...

Managing a case load of medium to high risk clients, the Forensic Case Worker is a varied role that will require staff to adapt to the individual requirements of each client. Day to day activities will include making connections with new clients, working with clients to develop individualised case management plans, which include establishing goals that target their assessed needs; providing guidance and support to the client in pursuit and achievement of these goals.

Daily work also includes maintaining case notes and associated administration, establishing relationships and building community service networks to support role delivery.

Key Working Relationships

Internal

- General Managers
- Senior Managers
- Program Managers
- Team Leaders
- Frontline Staff

External

- Relevant State Government departments and Ministries
- Service delivery sub-contractors
- Local Community service stakeholders providing support services across; disability, youth, housing, employment, training and education, mental health, alcohol and other drug and other clinical providers
- Other relevant parties as required

Deliverables

Deliver support services to a case load of clients who are medium – high risk parolees who present with complex needs. This includes:

- Completing intake assessments and transition plans with clients within accepted timeframes
- Providing assertive and intensive post-release support, including actively supporting referrals to other services, to clients to address specific support needs which are aimed at reducing reoffending
- Pro-actively maintaining regular contact with clients during the post release period; actively promoting and encouraging the clients' continued engagement in the program via monitoring their ongoing mental and physical health and wellbeing
- Building clients' resilience to self-manage their own transition needs in the community, providing the aftercare team with an updated transition plan on exit from post release support
- Creating and maintaining detailed, accurate and appropriate high-level case notes for your clients on ACSO's client information management database
- Working collaboratively with Corrective Services Parole Officers, and other stakeholders, attending meetings and appointments as required
- Achieving contractual outcomes and individual KPIs

Qualifications

Essential qualifications

- Minimum Diploma level qualification in an area relevant to the program being overseen (Social Work, Justice, Psychology, Community Services and/or Welfare Studies), or;
- Significant relevant experience.
- Driver's licence
- Approved National Criminal Record check

Key Selection Criteria

Essential experience

- Excellent written and verbal communications skills
- Competence in using PC-based office applications (i.e. Microsoft Office) and internet
- Experience developing support plans and goal attainment strategies
- Strong negotiation, conflict resolution and mediation skills
- Demonstrated ability to advocate on behalf of the ACSO client group
- Ability to build positive relationships and communicate with people of diverse backgrounds and abilities
- Knowledge and competency in casework practices
- Demonstrated capacity to work flexibly, possess the ability to manage competing demands, and able to effectively set boundaries and limits where required

Personal qualities & behavioural traits

Essential qualities or behaviours

- Demonstrated commitment and alignment to the ACSO Vision, Values and Mission.
- A commitment to staff development, safety and their own self-care.
- Good communication and conflict management skills
- Commitment to service improvement and continual professional development
- Maintain a professional standard of behaviour
- Communicate openly, honestly and with positive intent

Mandatory compliance requirements

As a registered NDIS provider and under the NDIS working screening requirements, this role requires each employee to have the below prior to any offer or commencement of employment.

Police check	ACSO will initiate this process during the recruitment and selection process and cover the cost of any Australian or International police checks. Note: ACSO are open to considering employing people with a criminal record.
Working with Children Check or Blue Card	A valid Working with Children check must be supplied by all new employees (at the cost of the employee)
DWES Check	Disability Workers Exclusion Scheme Check clearance through the Department of Health and Human Services. ACSO will initiate this process during the recruitment and selection process.
Car Licence	A valid Australian driver's licence. This is requirement of the role not NDIS worker screening.