

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 to find housing, employment and to 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. 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.

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

- 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.

Key Selection Criteria

- 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

Core Competencies

- **Evaluating problems;** examining information, documenting facts, finding solutions
- **Creating innovation;** generating ideas, exploring possibilities, developing strategies
- **Showing resilience;** conveying self-confidence, showing composure, resolving conflict
- **Embracing change;** coping with change, tolerating uncertainty, adapting to new challenges
- **Giving support;** understanding people, team working, valuing individuals
- **Processing details;** meeting timescales, checking things, following procedure

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.