

Forensic Case Worker – ReStart Sunshine

Is this you?

- Seeking a full-time case worker role with flexibility to work from the office and home?
- Looking for meaningful work where you can have a real impact on someone's reintegration journey?
- Committed to trauma-informed, culturally safe and person-centred practice?

At ACSO, we look for people who believe in second chances, share our values, and are passionate about supporting forensic clients in reintegrating back into the community. If this sounds like you, read on!

What ACSO can offer you

- Full-time, fixed term position until June 2027 with our Sunshine team!
- \$92,298.96 - \$94,709.68 base salary + 12% superannuation + NFP salary packaging options
- Annual leave loading of 17.5%
- **Flexible working arrangements** – includes options for an accrued day off or compressed hours, and the opportunity to work from home up to 2 days per week on a hybrid model with our Sunshine hub, as per operational needs
- **Learning and development opportunities** – including access to in house training suite of client specific training including in Trauma Informed Practice, Mental Health First Aid (MHFA), and Applied Suicide Intervention Skills Training (ASIST), plus best practice training on all aspects of Diversity, Equity, Inclusion and Belonging.
- **Career progression opportunities** - leadership development programs and coaching, opportunities for internal consultancy or secondments to other programs
- **Wellbeing initiatives** – such as free flu vaccines, professional development vouchers, Employee Assistance Program and Reward and Recognition Program. Our employees matter!
- **Dedicated inclusion and diversity initiatives** to support employees from all backgrounds and dispositions, including specialised leave for cultural ceremonies or gender affirmation.

About Us

The Australian Community Support Organisation (ACSO) is a vibrant, values driven NFP, focused on partnering with Government and the community to co-design services that create real social change. We are an organisation with a bold vision to create a safe and inclusive community where prison truly is the last resort. Our purpose is to strengthen the wellbeing of our communities by advocating for and delivering services which divert people away from the justice system.

The Australian Community Support Organisation recognises the right to a safe and inclusive service without bias. ACSO is committed to the equitable treatment of its participants, employees and partners. We believe in humanity and celebrating the diverse voices of our community through leadership, practice and policy design, to honour and embrace diverse traditions, cultures and experiences of those we support and work alongside.

About the role

Forensic Case Workers will be responsible for delivering pre- and post- release support to their allocated participants and will work intensively with prisons, courts and where applicable, with community corrections to successfully reintegrate participants. The Forensic Case Worker will be responsible for record keeping (including data entry and case-noting) and providing assertive outreach and interventions to at-risk and vulnerable cohorts.

Key responsibilities of the role include:

- 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

About the program

Established in 2018, ReStart is a voluntary program that supports people who are on remand or have served a sentence of three months or less. ReStart was developed to respond to the high needs and minimal supports available for those within the remand or short sentence cohort. Upon release, ReStart offer a brief two-week package, or a full three-month package, dependant on the participant needs and want to engage.

Being taken into custody is a risk factor that may increase rates of recidivism within the prison population. ReStart work to break the cycle of offending and incarceration, through connecting individuals with supports that align with their criminogenic needs.

What we're looking for

You will have/be:

- A passion for case work and belief in humanity
- Diploma level qualification in an area relevant to the program being overseen (Social Work, Justice, Psychology, Community Services and/or Welfare Studies)
- The ability to enter and work in a prison environment
- Experience developing support plans and goal attainment strategies
- Confidence and ability to build positive relationships and communicate with people of diverse backgrounds and abilities
- Demonstrated capacity to work flexibly, possess the ability to manage competing demands, and able to effectively set boundaries and limits where required
- Excellent written and verbal communications skills

Desirable/advantageous but not essential

- 2 years' relevant or equivalent experience
- Knowledge and competency in casework practices
- A background working with Aboriginal, or Torres Strait Islander people will be highly regarded

How to apply

If you think you'd be a great fit – we'd love to hear from you!

To apply and view the position description (PD), please visit our careers website and provide a copy of your resume, a brief covering letter outlining responses to the selection criteria found in the PD.

As ACSO is an NDIS provider, the successful candidate must hold an NDIS Worker Screening Check Clearance before they commence employment in this position.

To learn more about this position, please contact **Jodie Howarth- ReStart, Team Leader- 0427 334 980**.

Applications close Monday, 31 August 2026

Applications may close early if a suitable candidate is found sooner, so we recommend applying early!

ACSO proudly acknowledges Aboriginal and Torres Strait Islander people as Australia's first peoples and pay respect to their rich culture, lores, customs and elders past and present. We strongly embrace the spirit of reconciliation and continue working towards ensuring an equal voice of Aboriginal and Torres Strait Islanders, particularly those who have been touched by the justice system.

ACSO recognises the right to a safe and inclusive service without bias and aims to provide a safe working environment, one which seeks to protect those affected by domestic and family violence and holds those who may use domestic and family violence to account, whilst supporting positive behaviour change.

ACSO embraces diversity within its workforce and encourages applications from appropriately qualified and skilled people regardless of their background. All suitable applicants for this role will be considered regardless of age, ability, race, gender expression, sex, cultural background, spiritual beliefs or lived experience. If you are a candidate that requires any adjustments to participate in the process, please let us know at pc@acso.org.au.