

Position Description

Forensic Case Worker

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

About ACSO

Founded in 1984 on the lived experience of Stan McCormack, the Australian Community Support Organisation (ACSO) has delivered programs to help break the cycle of people repeatedly entering the justice system because they lack the support to make change.

Our work supports, diverts or reintegrates people through a range of services including mental health, alcohol and other drug treatment, intensive residential support, housing and therapeutic programs. These services span the entire justice continuum from prevention to rehabilitation.

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

"Understand the Story. Support the Change."

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 effective support for eligible clients who are exiting custody or subject to a Post Sentence Order. Day to day activities will include making connections with new clients, working with clients to develop individualised support plans, which include establishing goals that target their assessed risks and needs; providing guidance and support to the client to comply with any Order conditions and achievement of these goals. Daily work also includes maintaining case notes and associated administration, liaising with stakeholders and building community service networks to support role delivery.

Deliverables

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

- Completing transition and/or support plans with clients within accepted timeframes
- Providing assertive support (which can include intensive post-release support, inreach and/or outreach support), including actively supporting referrals to other services and to clients to address their specific risks and support needs which are aimed at reducing reoffending
- Pro-actively maintaining regular contact with clients during the service delivery period; actively promoting and encouraging the clients' continued engagement in the program
- Building clients' resilience to self-manage their own needs in the community prior to exiting support
- Creating and maintaining detailed, accurate and appropriate high-level information, data, reports and case notes for your clients on ACSO's client information management database
- Working collaboratively with the clients Care Team (including Corrections 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
- Ability to obtain (and maintain) the relevant clearances required to enter correctional based facilities and access external justice related systems.

Core Competencies

- **Evaluating problems;** examining information, documenting facts, finding solutions
- **Fostering Inclusion;** inviting diversity, promote equity, culturally responsive
- **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.
NDIS Worker Screening Check	An NDIS Worker Screening Check clearance must be supplied by all new employees (at the cost of the employee). This check is valid for 5 years and transferable across NDIS providers.
Car Licence	A valid Australian driver's licence. This is requirement of the role not NDIS worker screening.