



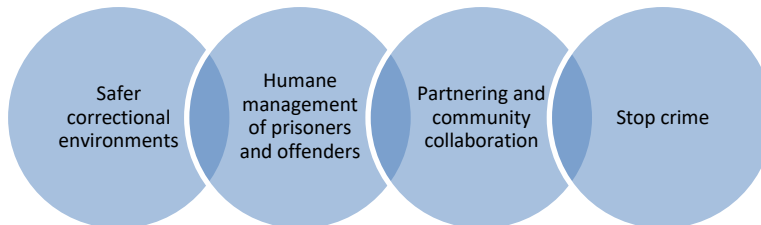
Case Manager

Position details			
Command	Community Corrections	Location	Far Northern Region, Northern Region, Central Region, Southern Region, North Coast Region, South Coast Region and Brisbane Region
Classification	PO2	Salary per fortnight	\$2,723.80 to \$3,456.30
Type of vacancies	Temporary full-time with possibility of extension	Salary per annum	\$71,062 to \$90,172
Reports to	District Manager	No. direct reports	0
Contact name	QCS Talent Acquisition Group	Contact position title	QCS Talent Acquisition Group
Telephone	3565 7252	Closing date	Thursday, 4 th July 2023
Job Ad Ref	QLD/495559/23		

About Queensland Corrective Services

Who we are

At Queensland Corrective Services we strongly believe in the need to work with people that value the goals of our organisation and who will thrive in our workplace. Our strategic objectives are:



Our vision

To enhance the safety of Queenslanders through modern, sustainable and evidence-based corrective services to maximise rehabilitation and reduce recidivism.

Our purpose

To provide safe, modern, and responsive correctional services which rehabilitate prisoners and offenders and prevent crime making Queensland safer.

Our values

The following values underpin behaviours that will support, transform and enable better ways of working.

Professionalism: We are a responsive criminal justice agency providing the highest standards of service delivery through diligence, efficiency, collaboration, sharing of knowledge and supporting our co-workers, stakeholders, the community, prisoners and offenders.

Integrity: We inspire trust by acting ethically at all times, acting with honesty and truthfulness and treating prisoners and offenders with dignity and respect.

Accountability: We are publicly accountable for the provision of community safety through our actions and preparedness to justify our decisions.

Innovation: We seek to continually improve through innovation, evidence-based best practice and research to improve correctional services.

Our people

Capable and professional people delivering responsive services; our greatest strength is the diversity, talent and dedication of our people and our commitment to supporting them.

Our organisational structure

Queensland Corrective Services is comprised of three divisions and the Office of the Commissioner:

- Custodial Operations
- Community Corrections and Specialist Operations
- Organisational Capability

Our Queensland Corrective Services organisational structure can be viewed [here](#).

About the Command

Community Corrections is responsible for supervising adult offenders in the community. Community Corrections is divided into seven regions each with a number of district offices and reporting centres. Community Corrections staff aim to protect the community and reduce re-offending by supervising offenders in the community in which they live and encourage offenders to adopt more pro-social attitudes and behaviours

About the Role

A base grade Community Corrections Case Manager ensures a high level of community safety through ensuring offender compliance with the reporting requirements and conditions of community-based orders through supervising and case managing offenders.

In this role you will:

- Ensure supervision of community based order conditions in accordance with legislation and operating practice guidelines.
- Undertake direct interaction with offenders regarding the resolution of issues pertaining to reporting requirements and their ability to comply with order conditions.
- Understand and execute responsibilities in accordance with governance mechanisms to deliver compliance and support business improvement
- Conduct drug testing of offenders and maintain accurate statistics as required.
- Identify and respond appropriately to risks arising from offender management.
- Develop productive relationships with service providers and the community generally to enhance the community's regard for probation and parole services.
- Ensure the appropriate exchange of information with the Queensland Police Service and other government Agency's to optimise offender management consistent with the highest standards of community safety.
- Ensure the timely provision of service and advice to courts, boards and other agencies regarding offenders.
- Execute duties as an officer of the Court
- Ensure security, maintenance, accuracy, access and appropriateness of case notes and intervention reports for appropriate staff and approved internal and external authorities
- Efficient and effective time management and daily priority realignment supported by advanced computer skills, especially proficiency in MS Word, MS Excel, MS Powerpoint, and navigating web based computer applications with ease.
- Demonstrate skills in report writing and case noting to a professional standard expected for the audience of both internal and external stakeholders
- Ensure that professional conduct and behaviour is in accordance with the Queensland Public Service Code of Conduct.
- Promote and nurture a team culture that has good morale, values diversity with peers and all diversity target groups.

Role Fit



Within the context of the role responsibilities described above under “About the role”, the ideal applicant will be someone who can competitively demonstrate their knowledge, skills and experiences and their suitability against the [Leadership competencies for Queensland \(Individual contributor\)](#): Vision, Results and Accountability in the context of the essential requirements for this role:

The essential requirements for this role are:

- Understand the role is ensuring community safety when interviewing offenders and quickly identify, respond and manage risk.
- Able to cope with the pace, complexity and multi-tasking required in the operating environment. Able to navigate the policy and procedural frameworks in order to apply to day to day offender management practices.
- Support productive working relationships
- Displays personal drive and integrity
- Communicates with influence
- Ability to embrace Diversity

Qualifications, professional registration, conditions and other requirements

- Possession of a degree relevant for the human services or criminology fields such as Law, Justice, Humanities, Psychology, Social Sciences, Social Welfare, Health, Education, Business and Aboriginal and Torres Strait Islander Studies
- Final year students are encouraged to apply for temporary vacancies to be assessed for a merit based list for future permanent appointment once full completion and receipt of formal degree is provided from a recognised tertiary institution.
- The remuneration for students is at the PO1 level. On evidence of formal degree progression to the PO2 level is processed
- Individuals employed on a permanent or temporary basis will be required to complete Certificate IV in Correctional Practice (Community). All activities and assessments associated with the Certificate IV are to be completed within 12 months of commencing their employment, and certification achieved within 18 months.
- The incumbent may be required to travel on official business and the possession of a C class licence is required, and will be mandatory in specific locations where it is identified as essential by the hiring panel.

How to apply

To be considered for this role, please provide the following information to the selection panel for assessment of your suitability:

- A **cover letter** (1-2 pages maximum) outlining how your knowledge, skills and experiences make you a competitive candidate against the [Leadership competencies for Queensland \(Individual contributor\)](#): Vision, Results and Accountability within the context of the essential requirements ‘role fit’ and responsibilities described under ‘about the role’.
- Your **current curriculum vitae/resume**, including two referees who can attest to your performance and conduct in the workplace. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.

Applying online through the Smart Jobs and Careers website www.smartjobs.qld.gov.au is the preferred means to submit an application. To do this, access the ‘apply online’ facility on the Smart jobs and careers website. You will need to create a ‘My SmartJob’ account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing www.smartjobs.qld.gov.au please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description.

If you do not have internet access and are unable to submit your application online please contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the QSS Customer Support Team on the number above to arrange this.

Hand delivered applications will not be accepted.

Respect in the workplace

Queensland Corrective Services values and respects the diversity of its workforce and believes that all its employees should be treated fairly and with dignity and respect. All employees of Queensland Corrective Services must show respect for each other, visitors, the general public and contractors by treating them fairly and objectively, ensuring freedom from discrimination, sexual harassment, racial or religious vilification, victimisation and bullying. Queensland Corrective Services is an employer of choice and an equal opportunity employer.

Human Rights Act 2019

Queensland Corrective Services is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, Queensland Corrective Services has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights. When making a decision about recruitment and selection, decision-makers must comply with that obligation.

Further information about the Human Rights Act 2019 is available at:

<https://www.qhrc.qld.gov.au/your-rights/human-rights-law>

<https://www.forgov.qld.gov.au/humanrights>

Criminal history checks

Criminal history checks will be undertaken by Queensland Corrective Services on preferred applicant(s). Applicants seeking appointment in Queensland Corrective Services are required to disclose any criminal histories and/or charges (including convictions which are not recorded), usually at time of interview, as per the provisions of the *Criminal Law (Rehabilitation of Offenders) Act 1986*, section 9A(1). A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment with the Department. Queensland Corrective Services will obtain information from the Queensland Police Service on whether an applicant is under investigation for a serious offence and, if necessary, information can be obtained concerning the person.

Pre-employment checks

Pre-employment checking may be conducted on preferred applicants before placement. They are used to verify that the information provided by the applicant in the selection processes is true and accurate. Queensland Corrective Services pre-employment check includes an Integrity check of past performance or previous discipline history to ascertain suitability of employment.

Employee obligations

Occupational Health and Safety

Queensland Corrective Services aims to maintain a safe, health and secure environment for all employees, visitors and contractors. Achieving this aim is the responsibility of all.

Disclosure of any pre-existing injury or medical condition

Applicants may be required to disclose any pre-existing injury or medical condition of which they suspect would be aggravated by performing the role. Details are available in sections 571(b) of the *Workers' Compensation and Rehabilitation Act 2003* (<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2003-027#ch.14-pt.1-div.1>). Please refer to the Applicant Information pack for the further information.

Important Information

During the COVID-19 pandemic emergency declaration, Queensland Corrective Services may have COVID-19 restrictions in place specific to particular workplaces or locations. These restrictions are contained in agency [COVID-19 Emergency Declaration Directions](#) and may also appear in [Queensland Chief Health Officer public health directions](#). For further information, please contact the vacancy contact officer.

Additional Information

Pre-employment screening, including criminal history and discipline history checks, may be undertaken on persons recommended for employment.

There may be instances where the incumbent will be required to work hours outside the normal work hours.

A minimum probation period of 6 months may apply.

The role description provides the minimum requirements for the role. The incumbent may be required to undertake other duties as required.

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicle.

Where a subsequent or recurring vacancy arises, either from the same centre/location or different centre/location from the advertised position, the vacancy may be filled from the order of merit used to fill the original position. Applications will remain current for up to 12 months after the closing date.