

Case Manager Community Corrections Application Guide



Welcome to Queensland Corrective Services (QCS)

Thank you for your interest in joining QCS as a Case Manager in Community Corrections. This guide is designed to help you understand:

- About QCS and Community Corrections
- What the Case Manager role involves
- How to apply
- What to expect throughout the application process

About Queensland Corrective Services

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

Our Vision

Our QCS vision is to enhance community safety through humane, modern, sustainable and evidence-informed corrective services to maximise rehabilitation and reduce recidivism.

Our Strategic Objectives

- Maximise rehabilitation
- Reduce reoffending
- Deliver safe and responsive correctional services
- Support community safety through collaboration

Our Values

Our values underpin everything we do and are the building blocks for our workplace culture.

- Ethical: We inspire trust by always acting with honesty and integrity
- Respectful: We treat each other and individuals in our custody and supervision with dignity and respect
- Professional: We provide the highest standard of service delivery

About Community Corrections and the Case Manager Role

A career with Community Corrections is all about 'moments that matter'. Moments where your work directly contributes to safer communities and better lives. Every day, you'll help individuals make meaningful changes, reduce their risk of reoffending, and reconnect with society.



Queensland Corrective Services (QCS) oversees both secure correctional facilities and the supervision of offenders in the community. Community Corrections specifically supervises around 18,000 individuals, including First Nations people and women, across Queensland.

This role is challenging, diverse, and deeply rewarding. You'll be part of a team that helps people rebuild their lives, while playing a vital role in protecting the public. If you're looking for a career with purpose, impact, and variety - this is it.

What qualifications do I need?

To be eligible for a Case Manager role with Community Corrections, you'll need to meet some key educational and training requirements. To apply, you'll need:

- A Bachelor's degree in a relevant field such as human services, criminology, psychology, social work, or a related discipline
- A commitment to complete a Certificate IV in Correctional Practice (Community) in the initial 18 months following appointment as a Case Manager

This nationally recognised qualification is delivered through the QCS Academy and is designed to equip you with the practical skills and knowledge needed to succeed in your role.

Overseas Qualifications

If you hold overseas qualifications, you'll need to provide evidence of formal recognition or Australian equivalency. More information on recognition of overseas qualifications can be found at <https://desbt.qld.gov.au/training/training-careers/osqrecognition>.

Locations

Community Corrections operates across seven regions throughout Queensland, with:

- 36 district offices
- Over 150 reporting locations

When you apply, you'll be asked to nominate your preferred regional location. While we do our best to consider your preferences, please note that:

- Submitting a preference doesn't guarantee placement in that location.
- Final appointments are based on a combination of your suitability and the operational needs of the business.

To find out more about Community Corrections and the roles we offer, visit our Careers with Community Corrections website: <https://corrections.qld.gov.au/comm-corr-front-end-recruitment/>.



Ready to Apply? Here's What You Need to Know

Community Corrections uses a bulk recruitment process to fill Case Manager roles across Queensland. This process is managed by the QCS Talent Acquisition Group (TAG), and you can apply any time - there's no closing date.

Where to Apply

All positions are advertised on the Smart Jobs and Careers website. Applying online is the preferred method. Here's how:

- Visit the job ad on Smart Jobs.
- Click 'Apply Online'.
- Create a My SmartJob account.
- Upload your CV and cover letter.

If you don't have internet access, contact the QSS Customer Support Team on 1300 146 370 (Monday to Friday, 9am–5pm) to discuss alternative arrangements. Please note: hand-delivered applications are not accepted.

Before You Apply

Take a moment to prepare:

- Read the role description to understand the position.
- Reflect on your motivation - why do you want to work with QCS?
- Check your qualifications - do you meet the mandatory requirements?
- Consider your location preferences - where would you like to work?

Our Recruitment Process

There are four stages in the assessment process outlined below.

Stage 1 | Long list – Initial Screening

Once you apply, the Talent Acquisition Group (TAG) will review your CV/Resume to assess whether you meet the essential requirements of the role and whether your skills and experience could transfer well into the position.

To make a strong first impression, your CV should be:

- Clear and concise (2–3 pages)
- Informative – assume the panel knows nothing about you
- Relevant – focus on your professional experience and skills
- Error-free – check for grammar and typos

Avoid including unnecessary personal details like your date of birth or marital status. If your application meets the criteria, you'll move on to Stage 2.



Stage 2 | Short list

Stage two of the assessment process is made up of two parts

Part A: CV/resume and cover letter evaluation

Your CV and cover letter are assessed against benchmark criteria. Your cover letter (1–2 pages) should:

- Outline how your applied knowledge, skills and experiences makes you a competitive candidate against the essential role requirements described in the role description and align with the Leadership Competencies for Queensland (individual contributor)

Part B - Telephone screen

You'll be contacted for a 15–20 minute phone interview. This is a chance for us to:

- Learn more about you
- Confirm your understanding of the role
- Discuss your location preferences
- Ensure you meet the core requirements and are genuinely motivated to join QCS

If successful, you'll progress to Stage 3.

Stage 3 | Assessment – Panel Interview

If you progress to Stage 3, our Talent Acquisition Group will invite you to participate in a behavioural style Panel Interview, either in person or via video conference. During the Interview, you'll be asked to:

- Outline how your experience is relevant to the role and how you meet the role's requirements
- Provide examples of past achievements or how you've handled relevant situations relevant to the role
- Demonstrate your personal qualities and potential for development.

Stage 4 | Pre-employment checks

If you are assessed as suitable at the completion of the assessment and selection process, we will conduct a series of reference and pre-employment checks.

Criminal history

Queensland Corrective Services (QCS) will conduct a criminal history check on preferred applicants. You'll be asked to disclose:

- Any criminal histories and/or charges (including convictions which are not recorded) usually at the time of interview. (As per the provisions of the Criminal Law (Rehabilitation or Offenders) Act 1984 section 9A(1) and the Corrective Services Act 2006.)

A criminal conviction or charge will not automatically exclude you from consideration for appointment with QCS.



Employment checks

Pre-employment checking may be conducted on preferred applicants before placement. They are used to verify that the information you provided in the selection processes is true and accurate. Pre-employment checking includes checking performance or previous discipline history.

Appointment

Once all checks are complete:

- If a position is available, you may receive an offer of employment
- If you are deemed suitable but no position is available immediately, you will be placed in our talent pool for up to 12 months and contacted when a suitable role arises.

If you're unsuccessful, you'll be notified by email at the completion of the assessment and selection process. Upon notification, you can request feedback on your application by contacting the Talent Acquisition Group at CCRecruitment@corrections.qld.gov.au.

Training and professional development

At Queensland Corrective Services, we're committed to setting you up for success from day one. As a new Case Manager, you'll receive comprehensive training that builds your confidence, skills, and readiness for the role.

Foundations Training – 5 Weeks

Your journey begins with Foundations Training at the QCS Academy, located in Brisbane or Townsville. This program covers the core principles of case management, offender supervision, and community safety.

- All training costs are covered
- If you live outside of Brisbane or Townsville, travel and accommodation are provided

Office-Based Training (OBT) – 4 Weeks

After completing Foundations, you'll move into Office-Based Training at your assigned Community Corrections office. This hands-on phase introduces you to:

- Real-world case management
- Client engagement strategies
- Day-to-day responsibilities of the role

You'll be supported by experienced colleagues as you gradually take on more responsibility.



Certificate IV in Correctional Practice (Community)

Over your first 12 months, you'll work toward completing a Certificate IV in Correctional Practice, a nationally recognised qualification that deepens your knowledge and professional capability.

Working for QCS

Working with Queensland Corrective Services (QCS) offers more than just a meaningful career - you'll also have access to a range of benefits and flexible arrangements that support your lifestyle and wellbeing.

Superannuation

You can nominate your own superannuation fund or join QSuper, which is the superannuation fund for current (and former) Queensland Government workers and their spouses. The default employer contributions into your superannuation account will be 12.75%. For further information, visit the QSuper website (www.qsuper.com.au).

Salary Packaging

Salary packaging may help you reduce taxable income, depending on your personal circumstances. Providers include:

- Remserv
- Smartsalary

Some items may attract Fringe Benefits Tax, so it's recommended you seek financial advice before making decisions.

Conditions of Employment

Your governing award, certified agreement, employing legislation and directive determine your employment conditions. These industrial instruments as well as current salaries, wages and the directives can be viewed at <https://www.qld.gov.au/jobs/entitlements>.

If you have any questions about the role, the recruitment process, or need further support, please don't hesitate to contact the Talent Acquisition Group at CCRecruitment@corrections.qld.gov.au - we're here to help.

