Case Manager
Role Description

Case Manager

Business Unit/Centre	Community Corrections	Classification	PO2
Command	Community Corrections	Salary	$2,961.00 to $3,756.00 fortnightly $77,250 to $97,991 per annum
Location	Far Northern Region, Northern Region, Central Region, Southern Region, North Coast Region, South Coast Region and Brisbane Region	Vacancy Type	Temporary Full-time
Reports to	District Manager	Direct reports	Nil
Job Ad Ref	QLD/696045/26	Closing date	Friday, 16th July 2027

About Queensland Corrective Services (QCS)

QCS provides safe, modern, and responsive correctional services which rehabilitate prisoners and offenders and prevent crime making Queensland safer. QCS staff come from all walks of life and are united by the rewarding, exciting and dynamic lifestyle of working in corrective services.

The QCS values of **Professional, Ethical, and Respectful** underpin our ways of working.
QCS is comprised of four divisions and the Office of the Commissioner:

- Custodial Operations
- Community Corrections and Specialist Operations
- Organisational Capability
- Workforce Culture, Integrity and Capability

Learn more about working for QCS in the Queensland Corrective Services Applicant Information Guide.

About the Division

Community Corrections Division is responsible for the supervision of adults who have been sentenced to a community-based order by the courts or released to parole by Parole Board Queensland. Community Corrections, including the High Risk Offender Management Unit (HROMU) has a strong commitment to keeping communities safe, and reducing the risk of re-offending by facilitating positive behavioural change in supervised individuals to enable them to lead more productive crime-free lives. Community Corrections and HROMU also ensures the conditions and requirements of orders are adhered to by applying a range of risk management strategies.

About the Command

On any given day Community Corrections is responsible for supervising approximately 18,000 individuals in the community. Approximately 3,300 of these are Indigenous and 3,200 are female. Community Corrections is divided into seven regions with 34 district offices and 133 reporting centres. As part of QCS' commitment to reducing the overrepresentation of Indigenous people in custody, QCS has permanent Community Corrections reporting offices in a number of remote Aboriginal and Torres Strait Islander communities including Mornington Island, Normanton, Doomadgee, Thursday Island, Weipa, Aurukun, Cooktown, Palm Island and Woorabinda. Community Corrections staff aim to protect the community and reduce re-offending by supervising individuals in the community in which they live and encouraging them to adopt more pro-social attitudes and behaviours.

About the Role

In this role you will ensure a high level of community safety through ensuring offender compliance with the reporting requirements and conditions of community-based orders through supervising and managing offenders.

The **primary accountabilities** of the Case Manager include:

- 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.

The role description provides the minimum requirements for the role. The incumbent may be required to undertake other duties as required outside of these primary accountabilities.

Role suitability

This role is an Individual Contributor under the Leadership Competencies for Queensland framework.

Within the context of the role accountabilities described in **About the Role**, the most suitable applicant will demonstrate their applied knowledge, skills and experiences against these **essential role requirements** of the Individual Contributor leadership stream:

- 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

Mandatory requirements

The following mandatory requirements apply to this role:

- 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.

Other conditions and requirements

There may be instances where the incumbent will be required to work hours outside the normal work hours, undertake travel to other locations, or temporarily work from an alternate location.

How to apply

Please refer to the Queensland Corrective Services Applicant Information Guide for instructions about how to complete and submit your application via the SmartJobs and careers website.

Additional Information

Applicants should read the Queensland Corrective Services Applicant Information Guide contained within the job advertisement and available at www.corrections.qld.gov.au/careers. This guide includes information about working for QCS, employee benefits, mandatory pre-employment screening, how to apply, the selection process and other additional information.

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