

POSITION DESCRIPTION – CASE MANAGER POST RELEASE

Position Title	Case Manager Post Release	Department	Australian Services
Location	Blacktown	Direct/Indirect Reports	n/a
Reports to	Team Leader Post Release	Date Revised	September, 2017

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance.

■ Position Summary

The Post Release Case Manager is responsible for supporting people from the time they enter custody for up to 6 months post release at the John Morony Correctional Centre, Windsor. The program will support the reduction of recidivism through the delivery of pro-social support services during incarceration and as participants transition to the community. This is achieved through a co-ordinated service delivery approach with Corrective Services NSW and other community partners. The program is voluntary and will prioritise those with complex support needs. The support model is designed to be responsive, scalable and with a focus on innovation as the work develops. Case Managers will also support a 24/7 phone line for participants in the community and a team of volunteer mentors.

■ Position Responsibilities

- Using specialist skills, knowledge and networks, provide high quality holistic case management to people with complex needs to enhance resilience and reduce the risk of re-offending.
- Work with clients and CSNSW team to create individualised Personal Pathway Plans including the assessment of physical, financial, emotional, employment and accommodation needs.
- Support and develop clients capacity to plan and participate in self directed educational, recreational, vocational and/or personal development activities.
- Maintain clear and thorough case files and other documentation including case notes, case plans and reviews, risk assessments, legal reports, monthly reports and exit reports, ensuring appropriate maintenance and archiving.
- Develop and maintain collaborative relationships with Corrective Services NSW, support services, relevant organisations and partners including referral pathways to ensure effective support networks for clients.
- Work collaboratively with and provide supervision and support to volunteers as required, in line with Red Cross policy and procedures
- Comply with relevant legislation, Red Cross policies and procedures and program operational guidelines.
- Liaise with family and designated others as required and work holistically to support best outcomes for the person including supporting positive kinship relationships.
- Support the development of the Post Release Program and innovative solutions.
- Ensure optimal communication is maintained with the team to ensure a consistent, collaborative congruent, evidence based approach to supporting best outcomes for participants.
- Attend and participate in team meetings, line manager and external supervision, reviews, planning days, events and training as scheduled/required.

- Advocate for clients in appropriate contexts and with related people and agencies.
- Undertake training and skill and knowledge development to maintain knowledge of sector developments, innovative approaches and best practice.
- Ensure the safety of oneself and others at all times, including home visiting.
- Flexible approach to work hours to ensure client and program needs are met

■ Position Selection Criteria

- Demonstrated case management experience including developing and monitoring plans with clients.
- Experience and understanding of best practice working with men with complex needs and behaviours and demonstrated sensitivity to the needs and issues facing people in the justice system.
- Cultural competence including demonstrated ability to communicate effectively and sensitively with Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse communities.
- Excellent written and verbal communication skills, interpersonal skills, and client motivation skills particularly with people with complex needs and a history of non-engagement with services.
- Ability to maintain professional boundaries and role model healthy relationships.
- Strong liaison and networking skills with internal and external stakeholders aligned with the participants priorities.
- Demonstrated astute decision making, problem solving and analytic skills.
- Strong organisational and administrative skills, ability to work autonomously, deal with competing priorities and manage time effectively.

Qualifications/licenses

- Tertiary qualifications or commensurate experience in Social Work, Welfare, Community Development, Mental Health, Disability, Education or related discipline
- Current driver's license
- Current First Aid Qualification
- A Working with Children check is a mandatory requirement for this role
- A security clearance for NSW Corrective Services will be required when employment commences.

Behavioral Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**
Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions
- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**
Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

📋 General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Comply with the Work Health and Safety management system
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters