



JOB AND PERSON SPECIFICATION

Title of Position: Case Management Co-ordinator
Classification: CO4
Location: Port Augusta Prison
Reports To: Manager Accommodation

CORRECTIONAL SERVICES
Position No: VARIOUS
Division: Statewide Operations

JOB AND PERSON SPECIFICATION APPROVAL

H Mills

11 / 09 / 2025

Chief Executive or Delegate

JOB SPECIFICATION

KEY PURPOSE OF THE POSITION

The Case Management Co-ordinator is responsible for an allocated caseload of sentenced, dual and remand status prisoners within a custodial institution to ensure effective implementation, management and support of Case Management and prisoner welfare.

KEY STAKEHOLDER INTERACTION

The Case Management Co-ordinator (CMC) reports to the Manager Accommodation (or relevant Manager). The Manager Offender Development will work closely with the CMC and provide professional practice oversight. The CMC is required to liaise with Managers, other CMC's, Operational Supervisors, Offender Development staff, Community Corrections staff, and other business units and external agencies.

The CMC will assist the senior management team, providing case management oversight and guidance to staff in prisoner case management processes and in promoting the Department's commitment to service excellence and professionalism in all aspects of the operation.

BRANCH PROFILE

Port Augusta Prison is situated at the head of the Spencer Gulf, 300 kms north of Adelaide and in close proximity to the spectacular Flinders Ranges.

Port Augusta has facilities and capacity to provide services, development and work opportunities for a large volume of low, medium and high security prisoners. Many of the state's Aboriginal prisoners are accommodated here due to the prison's proximity to the Tribal Lands of the far north of South Australia. There is a specialist accommodation unit for Aboriginal men from remote communities that promotes cultural connection.

Port Augusta Prison employs a substantial workforce comprised of Operational, Site Services and Offender Development staff.

Port Augusta Prison also has a Prison Industries complex that provides employment and training opportunities in horticulture, joinery, powder coating, catering, laundry and light industries, spray painting and metal fabrication.

SPECIAL CONDITIONS

- The CMC will generally be rostered over 5 days per week, Monday to Friday. Other arrangements will be at the approval of the Deputy Chief Executive, Statewide Operations.
- The role may be required to undertake a swing shift.
- Some out of hours work may be necessary.

- Section 47 of the Public Sector Act 2009 applies in conjunction with other provisions of the act and other applicable industrial entitlements.
- The incumbent is required to satisfactorily complete a National Criminal History Check;
- A current South Australian Driver's Licence is essential;
- A flexible approach to working hours is required;
- Some interstate and intrastate travel will be required which may necessitate overnight absences.

HIGHLIGHTED EMPLOYMENT CONDITIONS

A requirement to understand, observe, conform and adhere to:

- Legislative requirements that apply to the role. This includes, but is not limited to, the Public Sector Act; Correctional Services Act, Work Health & Safety Act, Return to Work Act, Equal Opportunity Act, Independent Commissioner Against Corruption Act, the State Records Act, and various relevant industrial awards and enterprise agreements. The Public Sector Principles and Practices including the SA Public Sector Code of Ethics, the Professional Conduct Standards, the Commissioner's Determinations and Guidelines, Information Privacy Principles, Information Sharing Guidelines, DCS Human Resource policies and guidelines and DCS Core Values.
- DCS employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.
- Work health and safety and injury management requirements as set out in relevant legislation, Public Sector and DCS policies and procedures, including complying with any reasonable instruction associated with these documents.

KEY AREAS OF ACCOUNTABILITY

The Case Management Co-ordinator is responsible for the implementation of contemporary case management practices in accordance with legislation and Departmental policies by:

- Effectively managing the allocated caseload of prisoners including prioritising the caseload in accordance with the level of assessed risk and need of individual prisoners
- In conjunction with Correctional Supervisors contribute to admission and induction process ensuring established timeframes are met
- Ensuring that eligible prisoners have Individual Development Plans or Program Plans in place
- Oversighting the implementation of the Prisoner Individual Development Plan and any specialist intervention strategies by liaising with the Sentence Management Unit, Education Coordinators, Institutional Social Workers, Psychologists and other programs personnel and provide feedback to the prisoner as required
- Exercising delegated authority in relation to prisoner management
- Ensuring that prisoners are informed of the Case Management process and their role within it
- Providing advice to the Accommodation Manager on the co-ordination of prisoner attendance at interventions, vocational/educational courses and recreational activities identified in the prisoner Sentence Plan
- Contributing to the overall management of the prisoner by the provision of written and verbal reports;
- Ensuring that Case Reviews are held for all prisoners in custody for greater than six (6) months
- Convening and Chairing Case Review Committee meetings in accordance with Departmental procedures
- Liaising with prison industries personnel regarding employment opportunities for prisoners

The Case Management Co-ordinator will maintain accurate administrative records in a timely manner and ensure information is readily accessible for any relevant staff by:

- Being responsible for the updating of Case Files
- Being responsible for input / retrieval of data through Justice Information System and other computerised information systems
- Completion of Short Term Prisoner Admission and Transfer Summaries
- Completion of Sentenced Home Detention prisoner applications

Monitor and oversee the general welfare of allocated prisoners by:

- Providing guidance and assistance to accommodation officers and the High Risk Assessment Team in the provision of welfare services to prisoners;
- Facilitating referral to an intervention specialist in response to significant behavioural changes and the documentation in prisoners case notes;
- Liaising with Custodial Officers in the conduct of all necessary interviews and assessments for prisoners;
- Facilitate prisoner's access to relevant personal contacts, financial, legal and welfare agencies (eg. Centrelink, Child Support Agency etc).

Provide assistance and support to the senior management team by:

- Regularly reporting to the Senior Management Team on the progress of case management
- Assist in the identification of custodial staff training requirements, provision of training and development opportunities for custodial staff in the provision of Case Management
- Ensuring that the principles of Personnel Management, Equal Employment Opportunity and Work Health Safety are adhered to
- Encouraging the effective interaction and communication between custodial staff and prisoners

Responsible for taking reasonable care for their own and others' health and safety and not adversely affecting the health and safety of others.

Responsible for early notification and reporting of workplace hazards, incidents and injuries.

QUALIFICATIONS

Essential: Certificate III in Correctional Practice

Desirable: Certificate IV in Correctional Practice

PERSONAL CRITERIA**Essential Criteria**

- Demonstrated knowledge and understanding of the principles of contemporary case management practices in a custodial environment.
- Demonstrated knowledge of the Correctional Officer's role and responsibilities as they relate to the principles of case management, dynamic and static security in a modern correctional environment.
- Proven interpersonal skills with an ability to communicate at all levels of management, staff, prisoners and external organisations
- Demonstrated ability to effectively counsel, guide and coach prisoners including the ability to mediate and resolve prisoner conflict situations.
- Proven ability to implement, maintain, and review the case management processes in a custodial environment.
- Demonstrated ability to interact appropriately with prisoners and advise prisoners on issues which relate to their wellbeing and welfare.
- Demonstrated ability to evaluate and implement policies and procedures, with a demonstrated high level of written communication skills.
- A proven ability to prioritise and review objectives, procedures and workloads, recognise when changes need to be made, and to manage the change process in an innovative environment.
- Demonstrated high levels of integrity and professionalism, with the commitment to quality service delivery and enhancement of professionalism within the unit.
- Demonstrated experience in the training and development of staff.
- Experience in the use of the Justice Information System and other Information Technology.

Desirable Criteria

- Experience in Windows based software applications.
- General knowledge of personnel management principles under the Public Sector Act, Work Health & Safety Act, and the Equal Opportunity Act.
- General knowledge of DCS organisational structure and the South Australian Justice system.