# Job Description

Forensic Case Worker, Court Support

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| **Reporting to** | Team Leader, OnTRACC |
| **Hours** | Part-time fixed term 22.8 hours per week |
| **Classification** | SCHADS Industry Award Level 3 |
| **Location** | Rockdale, NSW |

About ACSO

The agency was established in 1983 as the Epistle Centre, by ex-offender Stan McCormack to support prisoners to find housing, employment and to stop their offending behaviour. Over 30 years ACSO has grown and diversified to provide life changing support programs for people in or at risk of entering the criminal justice system.

ACSO is an organisation with a bold vision to create a safe and inclusive community freed of crime and prisons. It’s our goal to reduce re-offending and our mission is to help people transition from prison, assist them in the community, stop them from re-offending and intervene to divert others from committing crime.

Our VisionA safe and inclusive community freed of crime and prison.

Our Mission We help people transition from prison, assist them in the community, stop them from re-offending and divert others from committing crime.

Our Ethos“Create another chance”

Our Core Values **Passion;** Our heart and passion is at the core of everything we do.

**Belief in Humanity;** We believe that everyone deserves another chance and is entitled to opportunities which can help them to change their lives and realise their potential.

**Integrity;** We are genuine in our relationships with clients and each other, always true to ourselves and courageous in our approach.

**Pioneering Spirit;** We are willing to explore and develop new and innovative solutions and take on the challenges that confront us.

## Purpose of the position

## To support the successful transition of clients from custodial settings back into their community. The Forensic Case Worker, Court Support will focus on providing advocacy and support for clients with current matters in court, where possible aiming to divert from custodial sentences and advocate for community based orders and treatment plans.

## A day in the life of…

## Managing a case load of medium to high risk clients who have active matter/s in court. The Forensic Case Worker, Court Support is a varied role that will require staff to adapt to the individual requirements of each client’s needs. Day to day activities will involve providing face to face court support to and advocacy for OnTRACC clients, liaising with internal and external stakeholders, linking clients with services, monitoring and maintaining internal databases. Daily work also includes maintaining case notes and associated administration, establishing relationships and building community service networks to support role delivery.

## Key Working Relationships

**Internal**

* General Managers
* Operations Managers
* Team Managers
* Frontline Staff

## External

* Relevant State Government departments and Ministries
* National Disability Insurance Agency
* Local Hospital and District Networks
* Local Community service stakeholders providing support services
* Other relevant parties as required

## Deliverables

* Providing clients with information about their rights within the legal system
* Providing assertive outreach, including face to face court support
* Actively supporting referrals to other services to address specific support needs which are aimed at reducing reoffending and remaining in the community
* Pro-actively maintaining regular contact with clients actively promoting and encouraging the clients’ continued engagement in the program
* Monitoring and maintaining a range of databases in order to identify and address a client’s legal matters
* Creating and maintaining detailed, accurate and appropriate high-level case notes for your clients on ACSO’s client information management databases
* Working collaboratively with Corrective Services Parole Officers and other stakeholders,
* Attending meetings and appointments as required
* Achieving contractual outcomes and individual KPIs

## Qualifications

**Essential qualifications**

* Minimum Diploma level qualification in an area relevant to the program being overseen (Social Work, Justice, Psychology, Community Services and/or Welfare Studies), or;
* Related tertiary qualification (minimum Cert IV) and significant relevant experience.
* Driver’s licence
* Approved National Criminal Record check

## Work experience & skills

**Essential experience**

* Minimum of 2 years’ experience supporting people transitioning from prison to the community
* Demonstrated requisite knowledge of the NSW Justice System
* Demonstrated ability to advocate on behalf of the ACSO client group
* Excellent written and verbal communications skills
* Strong negotiation, conflict resolution, communication and mediation skills
* Experience developing support plans and goal attainment strategies
* Ability to build positive relationships and communicate with people of diverse backgrounds and abilities
* Knowledge and competency in casework practices
* Demonstrated capacity to work flexibly, possessing the ability to manage competing demands, and able to effectively set boundaries and limits where required
* Competence in using PC-based office applications (i.e. Microsoft Office) and internet

## Personal qualities & behavioural traits

**Essential qualities or behaviours**

* Demonstrated commitment and alignment to the ACSO Vision, Values and Mission.
* A commitment to staff development, safety and their own self-care.
* Good communication and conflict management skills
* Commitment to service improvement and continual professional development
* Maintain a professional standard of behaviour
* Communicate openly, honestly and with positive intent

General information

The incumbent will be required to own and maintain a current driver’s licence and undergo a National police check and Working with Children Check/Blue Card (at their own expense).