



**POSITION DESCRIPTION – 028PTCO
Prisoner Throughcare Officer– Full Time – Fixed Term**

A. CONTEXT, PURPOSE OF THE ROLE AND OPPORTUNITY:

About us

The Aboriginal and Torres Strait Islander Legal Service (Qld) Limited (ATSILS), is a community-based public benevolent organisation established to provide professional and culturally competent legal services for Aboriginal and Torres Strait Islander people across Queensland. The founding organisation was established in 1973. We now have 27 offices and approximately 190 personnel.

Our Vision is to be the leader in the delivery of innovative, professional and culturally competent legal and other support services. Our mission is to foster collaborative partnerships with our communities, key government and non-government stakeholders to influence positive change and deliver services to our people within or exposed to the justice system.

The purpose of the Throughcare Officer role is to: reduce recidivism and incarceration rates by supporting Aboriginal and Torres Strait Islander juvenile detainees (both pre and post release) and their families through the delivery of intensive, high-quality case management (“throughcare”) services.

The focus will be upon assisting a discrete number of targeted detainees who are considered to be of a high risk of reoffending – working collaboratively where appropriate (and possible) with Correctional Facility staff and other stakeholders.

Opportunity

You will have an opportunity to provide specialist services to Throughcare clients and their families, and in many contexts, their communities. You can rely on the State-wide resources of the Chief Executive Officer and the Principal Legal Officer, as well as on occasions working collaboratively with specialist advocates, Aboriginal and Torres Strait Islander Court Support Officers, and law reform officers.

You will be designated to a defined geographic area in Queensland and will have the opportunity to work closely with various selected clients, their families and support networks.

As a social worker or other case-worker in the justice system, you will also have opportunity to provide direct intensive case management support to ATSILS’ clients and detainees within specific detention facilities.

A corporate services team based in Brisbane provides administrative and human resources support to a busy legal defence team State-wide.

B. REPORTING STRUCTURE:

Duties are performed under the guidance and direction of the Chief Executive Officer and the Principal Legal Officer. Local inter-team and safety reporting is to the Regional Manager.



C. SELECTION CRITERIA (Please address these criteria, in writing, using the *ATSILS Recruitment Application Form*):

I. ESSENTIAL CRITERIA (8)

1. **Values:** Alignment to the values and vision of ATSILS and an appreciation of and sensitivity to the challenges our clients have faced and continue to face in their right for justice and equity, including access to a constructed pathway to reduced/cessation of offending behaviour; and a clear understanding of the issues Aboriginal and Torres Strait Islander peoples face when incarcerated.
2. **Qualifications:** A degree in Social Work or the Behavioural Sciences from a recognised tertiary institution (or a minimum five (5) years' demonstrated experience of work of a similar nature or equivalent competencies relating to the case management of clients in the Criminal Justice system).
3. **Professional Services ability:** Demonstrated ability to provide culturally competent case management and counselling services to Aborigines and Torres Strait Islander people in incarceration; and to communicate sensitively and in a culturally competent manner with Aboriginal and Torres Strait Islander clients, their families, communities and others.
4. **Professional conduct expertise:** Demonstrated ability to maintain client confidentiality and illustrate an awareness of the issues relating to client confidentiality and privacy within relevant Aboriginal and Torres Strait Islander communities and the work environment.
5. **Strong written communication:** Demonstrated skills and abilities in the preparation of clear, concise written communication including the ability to analyse and extract relevant information for preparing formal reports, assessments and other relevant documentation.
6. **Systemic knowledge:** professional familiarity (or the ability to rapidly acquire a comprehensive knowledge of) the criminal justice system including Court processes, Corrective and Family Services practices and the relevant legislation.
7. **Queensland Driver licence** (and an ability to drive for work purposes in normal traffic conditions).
8. **Satisfactory security clearances:** *National Criminal Record Check* (Qld Police) and holder or (or immediate ability to hold), and the Queensland *Blue Card (Working With Children Check)*. (NB. Being in possession of a criminal record does not preclude selection as the best candidate for the position but entry to Prison and detention centre facilities are subject to clearance by the Department of Corrections. Holding such clearance is essential.)

II. DESIRABLE CRITERIA (4)

9. Windows 2007 or 2010 computer literacy including ability to use legal database software.
10. Mediation certification issued by a registered mediation accreditation body.
11. Experience in the conduct of complaints involving clients and prison system personnel.
12. Experience in the provision of intensive case management services.

Please address these selection criteria inside the *ATSILS Recruitment Application Form*. This form is available from the webpage, or via email to careers@atsils.org.au.



D. PROFESSIONAL DUTIES:

1. **Case Management:** Provide culturally competent, intensive case management services to targeted clients in detention centres using a range of techniques. These include the assessment of criminogenic transitional and reintegration needs and opportunities, crisis intervention, family support, consultation, counselling, conflict resolution, negotiation, liaison, community, stakeholder and correctional/detention employee networking and referrals.
2. **Volume and location of clients:** Facilitate the case management of clients via regular visits to the Correctional Facilities of Greater Brisbane and to Gatton (and further afield if so directed by the Chief Executive Officer). It is envisaged that between 15 and 25 clients will be case managed per year – on *average* for periods of approximately 6 months each (both pre and post release).
3. **Engagement towards successful transition:** Meet and engage with detainees, their families, communities, correctional/detention staff and other relevant individuals/organisations in order to assess the specific needs of clients and to develop appropriate case management plans that support clients to address their offending behaviour and are aimed at facilitating their successful transition back into the community (with a specific focus upon reducing the likelihood of reoffending).
4. **Sentence Management:** Assist and advocate for clients in relation to sentence management issues or queries whilst they are incarcerated, where such is linked to their case management needs (or otherwise, provided such is confined to minor assistance).
5. **Supervised Release Order support:** Assist and mentor clients in meeting their post-release Supervised Release order conditions.
6. **Network co-ordination:** Engage in a multi-disciplinary approach by interacting and consulting with key services in relation to rehabilitative programs and healing; peer support; health services; housing; educational and work opportunities; Centrelink agencies; and other pre and post release needs agencies.
7. **Production of professional documents:** Create and maintain individual case files for clients and participate in regular file reviews. Prepare detainee profiles and family assessments as such relate to the case management of targeted clients – **in this case they are exclusively male**. Prepare complex reports and assessments to a high standard within rigid time frames in order to meet urgent deadlines. Compile statistical and other case management and outcomes-related reports as directed by the PLO.
8. **Improve useful access:** Assist case-managed clients in accessing restorative justice and reintegration programs; provide feedback and education about such programs; encourage the inception and development of community-based healing and other relevant initiatives where such is required.
9. **Program development:** Assist in identifying the broader trends and issues that affect detainees and liaise with other relevant agencies in order to improve throughcare services.
10. **Other Assistance:** Provide advice and minor assistances to prisoners and detainees (including appropriate referrals).
11. **Any other duties** as might reasonably be directed by the PLO.

E. TEAM, COMMUNICATION AND QUALITY IMPROVEMENT DUTIES:

12. Undertake study or training which might be determined by the CEO, and contribute to the professional development of other team-members as required.
13. Take part in workplace health and safety compliance; support other team members to do the same.
14. Contribute to a supportive team environment, through various workplace activities.
15. Participate in annual appraisal of own work, and attend and document regular supervision sessions with the staff to whom you report.



F. CORE COMPETENCIES

Your performance will be evaluated on the following facets:

- Whether your capacity to make effective assessments, case plans and manage the implementation of case plans for targeted clients is demonstrated by the outcomes;
- The achievement of optimal relationship building and reporting that contributes to improved recidivism statistics of the detainees in your allocated caseload (over a 3-year cycle);
- Your ability to manage and prioritise intensive casework within the parameters of the position;
- Whether your communication is relevant, articulate and culturally competent including developing an ability to present effectively (in writing and orally) to external stakeholders. This includes an ability to build culturally appropriate rapport with individual clients and communities of relevance.
- Whether your capacity to develop supportive, positive and consistent relationships with your team members and embracing diversity, is clearly demonstrated;
- Whether your ability to juggle competing schedules, inside and outside the office environment reflects your strong organisational skill;
- The extent to which you illustrate an awareness of the issues relating to client confidentiality and privacy within the Aboriginal & Torres Strait Islander community and the work environment.
- Whether the development of your ability to calmly assist clients with complex needs in a timely manner is reflected in a well-balanced, stress-managed working environment.
- Ability to match individual case-managed client needs to available resources.

G. CONTRACT, LOCATION

This position attracts a remuneration package and conditions as per the ATSILS Contract. The starting salary is from \$56,000 (plus superannuation and leave loading) and ranges above this figure dependent upon experience and qualifications.

Our standard full-time, fixed term contract is offered, subject to performance and funding. Additionally, under ATO regulations, we offer an optional tax-free salary sacrifice threshold which considerably reduces taxable income. Aboriginal & Torres Strait Islander candidates are encouraged to apply.

At ATSILS we also offer well-regarded, structured professional development in conjunction with performance management, and study leave for approved work-related courses.

The Aboriginal and Torres Strait Islander Legal Service (Qld) Ltd adheres to the tenets of Equal Opportunity Employment. Aboriginal and Torres Strait Islander people are encouraged to apply.

<p>For further information please contact: Human Resources Manager Aboriginal & Torres Strait Islander Legal Service (Qld) Limited (ATSILS) ABN: 11 116 314 562</p>	<p>T: (07) 3025 3888 Fax (07) 3025 3800 E: careers@atsils.org.au www.atsils.org.au A: Level 5, 183 North Quay, Brisbane, Queensland, Australia M: PO Box 13035 George Street, Brisbane Qld 4003</p>
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