



JOB DESCRIPTION

Job Title:	Case Manager
Group:	Corrections Services
Reports to:	Principal Case Manager
Location:	Regional
Date:	December 2012 (Reformatted December 2012)

ORGANISATIONAL OVERVIEW

At the Department of Corrections our goal is to reduce re-offending, and underlying this is a strong commitment to public safety.

Our people care about our communities and want to make New Zealand a safer place to be. We do this by helping people lead crime-free lives, which means fewer victims and safer communities.

Corrections' core role of managing the custodial and community-based sentences imposed by the Courts gives us the opportunity to change lives and shape futures. Of the 8,000 people who work at Corrections, the majority work directly with offenders in a variety of roles including probation officers, corrections officers, case managers, programme facilitators, nurses, community work supervisors, instructors and psychologists.

The Department of Corrections manages 18 prisons located from Northland to Invercargill and 160 Community Corrections sites in towns and cities across New Zealand where probation staff manages people serving non-custodial sentences and orders such as community work, home detention or parole.

The vast majority of the offenders the department works with live in the community, and most of those sentenced to a term of imprisonment will be released at some stage. Therefore it is in all our interests to ensure that when people leave Corrections they have the support and skills they need to live a crime-free life. We do this through targeted rehabilitation and reintegration, treatment, education and trade-training opportunities for offenders that will reduce the likelihood of re-offending.

You can help change lives and shape futures too.

For more information go to www.corrections.govt.nz.

ROLE PURPOSE

The primary purpose of the Case manager role is to provide specialist end-to-end case management of prisoners with the aim of supporting the prisoner to take responsibility for completing activities aimed at addressing their rehabilitation and responsibility for completing activities aimed at addressing their rehabilitation and reintegration needs and ultimately to

reduce the likelihood and seriousness of re-offending. The Case Manager will operate within case management framework which are aligned to the reducing re-offending operating principles and frameworks for rehabilitation and reintegration.

The role includes all facets of case management from initial assessment, identification of prisoner needs and case planning incorporating specialist rehabilitation and reintegration interventions and services, as well as facilitating links with the prisoner's support groups and external providers.

Central to the role will be the ability to exercise sound professional judgement to ensure that prisoner needs and services are appropriately identified and provided and that plan monitoring, review and management is aligned to prisoner need.

KEY ACCOUNTABILITIES

Key Accountability Areas:

Case Management

- Develop either a standard or enhanced offender plan for allocated prisoners which meets the required standards and provide a briefing on the offender plan to the Corrections Officer assigned to the prisoner.
- Proactively remain informed on prisoner progress and events through regular liaison with Corrections Officers and access to prisoner information.
- Encourage prisoner motivation through the use of a range of techniques and tools including motivational interviewing.
- Monitor prisoner progress against the plan and regularly review prisoner plans ensuring all rehabilitation and reintegration interventions and services are provided to the prisoner according to the standards set for standard and enhanced case management.
- Develop and maintain effective networks (including within the Department and both government and community based to) to assist with the reintegration of prisoners.
- Ensure reintegration needs of prisoner are met prior to release including preparation of individual release plans in consultation with post-prison providers if required.
- Liaise with Probation Officers on a regular basis to facilitate 'seamless' transitions from prison to the community.
- Provide timely support and advice to Corrections Officers.

Assessment

- Undertake the specialist assessment of prisoners including early identification of needs and priorities and recommending prisoner for either standard or enhanced case management as allocated by the Principal Case Manager.
- Undertake an assessment interview with prisoners assigned to caseload.

Monitoring and Reporting

- Keep timely and accurate notes for each prisoner for inclusions on their personal file.
- Ensure that prisoners attending a Parole Board hearing have the required reports and support and ensure that the reports are provided in a timely manner and meet the required standard.
- Monitor NZ Parole Board decisions and ensure that all necessary post-Parole Board actions are completed.

GENERAL ACCOUNTABILITIES

Code of Conduct and Department Policy

- Familiarity and compliance with the Department's Code of Conduct and related documents; and with Department policy and procedures relating to the functions of the position held.

Health and Safety

- Help maintain a safe working environment within Corrections by adhering to Department policy and procedures relating to the position held.

Other Duties & Responsibilities

- All employees are expected to perform other such other duties as can reasonably be regarded as incidental to their job description, and other such duties that fall reasonably within their experience and capabilities as may be assigned from time to time to meet business requirements.

RELATIONSHIPS

Key Working Relationships:

Internal:

- Rehabilitation Managers and Staff
- Community Probation Staff
- Prisons Staff
- Regional Human Resources Staff
- Regional Finance, Technology and Commercial Staff

External:

- Local iwi/runanga and Māori Service Providers
- Community Service Providers
- Government Agencies and Social Services Providers
- Community Groups and Agencies
- Volunteer Groups
- Unions and other staff representatives
- Stakeholder groups
- Public and their representatives

PERSON SPECIFICATION

To be successful in this position you will need:

Knowledge, Skills and Experience

- Knowledge of and experience in case management and/or rehabilitation and reintegration disciplines and practices.
- Knowledge of the factors impacting on offender rehabilitation and reintegration coupled with an understanding of specific prisoner groups (e.g. Māori, Pacific Peoples', youth and women).
- Effective relationship management skills, including the ability to encourage and lead co-operative efforts and identify and manage potential areas of conflict.

- Ability to make sound professional judgements after considering standards and policies and procedures and tailoring solutions to individual circumstances.
- Effective communication skills, including being able to communicate verbally in a respectful and non-threatening manner that is tailored to the audience.
- Effective written skills including the ability to write clear and meaningful reports for different audiences.
- Can operate effectively in a Māori cultural setting and has an understanding of the Treaty of Waitangi.

Qualifications

- A background in rehabilitative services, allied health services, psychology, social work or related area is desirable, as is knowledge and experience of working with Māori and Pacific Peoples and their communities. A tertiary qualification would be desirable.

Other requirements

- Hold a clean and current drivers licence.

COMPETENCIES

COMPETENCY	DESCRIPTION
Service Focus	<ul style="list-style-type: none"> • Maintains a helpful and courteous approach when dealing with others. • Clarifies expectations when providing a service and keeps clients informed of progress. • Anticipates the needs/concerns of those to whom a service is being provided. • Prioritises and balances the needs of others in overall service provision.
Problem Solving	<ul style="list-style-type: none"> • Identifies and weighs up risk appropriately before taking action. • Discusses options with manager where appropriate. • Makes use of relevant and available information and consults others when developing workable solutions. • Recognises the importance of IOM and its impact on analysis and development of options.
Communication	<ul style="list-style-type: none"> • Listens to others and asks questions to clarify own understanding. • Responds politely and sensitively to queries and alternative points of view. • Is prepared to take on board others' ideas and suggestions. • Produces written communication that is clear, concise, logical and understood by the reader. • Communicates in a style appropriate to the recipient or audience.
Commitment	<ul style="list-style-type: none"> • Shares the responsibility to maintain a safe and healthy workplace, carries out work-related activities in accordance with safe procedures and reports all hazards, accidents and incidents. • Is familiar with the Code of Conduct and statutory confidentiality requirements. • Acts with integrity at all times • Supports and models the organisations values, taking responsibility for their own actions and decisions.
Responsiveness	<ul style="list-style-type: none"> • Acts fairly and impartially in all dealings with others, respecting their rights and needs. • Demonstrates an understanding and respect for Māori, Pacific Peoples' and ethnic minorities' values and beliefs. • Incorporates cultural responsiveness, and EEO principles into work practices. • Promotes EEO policy to peers and others.
Teamwork	<ul style="list-style-type: none"> • Proactively shares information, ideas and experience with managers and peers. • Encourages and supports team members and others they are working with. • Promotes a work environment where others can exchange opinions and ideas. • Co-operates with other staff outside their own service or group.
Self Management	<ul style="list-style-type: none"> • Proactively obtains feedback about their own performance from peers and managers so that they can improve their performance. • Accepts constructive criticism without becoming defensive. • Alerts manager when overloaded, stressed, or having difficulty with specific tasks or areas of responsibility. • Identifies and commits to learning and development opportunities.
Work Management	<ul style="list-style-type: none"> • Processes work to the required standards (quality and timeliness). • Identifies issues and problems and communicates these to manager in a timely fashion.

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| | <ul style="list-style-type: none">• Focuses on the task at hand and the work that needs doing without losing track of priorities.• Is alert to connections and interrelationships between own workload and that of others and consults as appropriate. |
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