The Department of Justice and Attorney-General
The department contributes to a fair and just society and safe, healthy, productive workplaces and community. The department values cultural capability and supports the engagement, participation and advancement of Aboriginal people and Torres Strait Islander people across all occupational streams.

About the Business Unit
Probation and Parole is responsible for supervising adult offenders in the community. Probation and Parole is divided into seven regions each with a number of district offices and reporting centres. Probation and Parole staff aim to protect the community and reduce re-offending by supervising offenders in the community in which they live and encourage offenders to adopt more pro-social attitudes and behaviours.

About the Role
A base grade Probation and Parole Case Manager ensures a high level of community safety through ensuring offender compliance with the reporting requirements and conditions of community-based orders through supervising and case managing offenders.

Key Responsibilities
- Ensure supervision of community based order conditions in accordance with legislation and operating practice guidelines.
- Undertake direct interaction with offenders regarding the resolution of issues pertaining to reporting requirements and their ability to comply with order conditions.
- Understand and execute responsibilities in accordance with governance mechanisms to deliver compliance and support business improvement.
- Conduct drug testing of offenders and maintain accurate statistics as required.
- Identify and respond appropriately to risks arising from offender management.
- Develop productive relationships with service providers and the community generally to enhance the community’s regard for probation and parole services.
- Ensure the appropriate exchange of information with the Queensland Police Service and other government Agency’s to optimise offender management consistent with the highest standards of community safety.
- Ensure the timely provision of service and advice to courts, boards and other agencies regarding offenders.
- Execute duties as an officer of the Court.
- Ensure security, maintenance, accuracy, access and appropriateness of case notes and intervention reports for appropriate staff and approved internal and external authorities.
- Efficient and effective time management and daily priority realignment supported by advanced computer skills, especially proficiency in MS Word, MS Excel, MS Powerpoint, and navigating web based computer applications with ease.

Role Description for Case Manager

<table>
<thead>
<tr>
<th>Region</th>
<th>Division</th>
<th>Queensland Corrective Services, Probation and Parole</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location</td>
<td>Closing date</td>
<td>Job Ad Ref</td>
</tr>
<tr>
<td>Classification</td>
<td>Salary per fortnight</td>
<td>Salary per annum</td>
</tr>
<tr>
<td>Permanent / Temporary for ___ months</td>
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Hours may be negotiated with the successful applicant (Refer to Applicant Information Package).

Contact Name | Title | Telephone
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Queensland Government
- Demonstrate skills in report writing and case noting to a professional standard expected for the audience of both internal and external stakeholders
- Ensure that professional conduct and behaviour is in accordance with the Queensland Public Service Code of Conduct.
- Promote and nurture a team culture that has good morale, values diversity with peers and all diversity target groups.

**How you will be assessed**

To determine your suitability for the role, you will be assessed on the following attributes, experience, knowledge and skills that link to the “Key Responsibilities” above:

Within the context of the role described above, the ideal applicant will be someone who can demonstrate the following key attributes as they apply to the key responsibilities of the role.

To determine your suitability for the role, you will be assessed on the following Key Attributes from the Queensland Public Service Commissions’ *Capability and Leadership Framework*, in the context of the “Responsibilities” listed above:

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supports Strategic Direction</td>
<td>Able to articulate a well-rounded view of Probation and Parole's role in the criminal justice system. Understand the role is ensuring community safety when interviewing offenders and quickly identify, respond and manage risk. Ensure accurate recording of information. Understand the position involves a requirement to attend Courts.</td>
</tr>
<tr>
<td>Achieves results</td>
<td>Demonstrates flexibility and copes effectively with day-to-day work changes and shifting priorities through monitoring performance outcomes against targets. Able to cope with the pace, complexity and multi-tasking required in the operating environment. Able to navigate the policy and procedural frameworks in order to apply to day to day offender management practices.</td>
</tr>
<tr>
<td>Supports productive working relationships</td>
<td>Have a propensity to be open-minded and approachable. Able to make time for people and support the information, advice and guidance provided by peers and senior colleagues. Demonstrates acceptance and willingness to work with all offender co-horts.</td>
</tr>
<tr>
<td>Displays personal drive and integrity</td>
<td>Takes personal responsibility for accurate completion of work and seeks guidance when required. Models appropriate behaviour in workplace and shows commitment to ethics and integrity in and out of the workplace.</td>
</tr>
<tr>
<td>Communicates with Influence</td>
<td>Explain information to offenders using plain English. Consider purpose and desired outcomes from interviews with offenders. Ability to adjust style for engaging respectfully with management and external stakeholders. Experienced with conflict management and capable of diffusing a situation. Open to constructive feedback and exemplifying well developed interpersonal skills.</td>
</tr>
<tr>
<td>Working with Diversity</td>
<td>Ability to embrace diversity and maximise the whole range of skills and differences available within the workforce.</td>
</tr>
</tbody>
</table>

**Are you the right person for the job?**

We are seeking applicants who:

- Are self-aware and consistent with the attitudes and behaviours that need to be modelled in a correctional environment
- Are confident to motivate individuals and a team to aspire to high standards in the delivery of essential frontline services
- Are well rounded in administrative and technical skills that assist in the achievement of workplace goals
- Are aspiring to commit to a career in the public service and the levels of accountability required
- Are committed to Department’s goal to protect community safety and make a difference to changing lives
- Are committed to addressing the issues impacting upon the over representation of Aboriginal and Torres Strait Islanders offenders in the criminal justice system.
Mandatory Qualifications, Conditions and Requirements

Mandatory Qualifications
Possession of a degree relevant for the human services or criminology fields such as Law, Justice, Humanities, Psychology, Social Sciences, Social Welfare, Health, Education, Business and Aboriginal and Torres Strait Islander Studies

Final year students are encouraged to apply for temporary vacancies to be assessed for a merit based list for future permanent appointment once full completion and receipt of formal degree is provided from a recognised tertiary institution.

The remuneration for students is at the PO1 level. On evidence of formal degree progression to the PO2 level is processed

Mandatory Requirements
Individuals employed on a permanent or temporary basis as Probation and Parole Officers will be required to complete Certificate IV in Correctional Practice (Community) within 12 months of completing the Entry Level Training Program.

The incumbent may be required to travel on official business and the possession of a C class licence is required, and will be mandatory in specific locations where it is identified as essential by the hiring panel.

Interested in applying?
Refer to the Manpower website Manpower.com.au/qcs for details on the application and selection process.

People from diverse backgrounds including non-English speaking backgrounds, people with a disability, women, Aboriginal people and Torres Strait Islander people are encouraged to apply.

How to submit an application
Applications can be lodged on the Manpower recruitment website - Manpower.com.au/qcs

Contact Details if you have queries:
Email: qcs@au.manpowergroup.com
Phone: 1300 725 937

A resume should also be included and should include details about your responsibilities and achievements of current and previous roles, and include two recent referees who have a thorough knowledge of your work performance and conduct. Please ensure that one of the referees is your current or immediate past supervisor.

Additional Information
Applications to remain current for 12 months
The incumbent may be required to work hours outside the normal work hours.
This position reports to District Manager or Supervisor.
This role description provides the minimum requirements for the role. The incumbent may be required to undertake other duties as required
For details regarding salary information, leave entitlements, flexible working arrangements and other benefits for this position please refer to the Applicant Information Package.
A minimum probation period of 3 months may apply.
All newly appointed public service employees who have been employed as a lobbyist in the previous 2 years are required to provide a disclosure to the Director-General within 1 month of commencement in accordance with Disclosure of Previous Employment as a Lobbyist Policy.
Any applicant recommended for appointment who is a current or previous public sector employee is required to disclose previous serious disciplinary action taken against them. If recommended for appointment the Panel Chair will contact the applicant further to discuss this requirement.

A non-smoking policy is effective in Queensland Government buildings, offices and motor vehicle.

Where a subsequent or recurring vacancy arises, either from the same centre/location or different centre/location from the advertised position, the vacancy may be filled from the order of merit used to fill the original position. Applications will remain current for up to 12 months after the closing date.

Further information about the department is available from our website.

**Criminal History Checks**

Criminal history checks will be undertaken by Queensland Corrective Services on preferred applicant(s). Applicants seeking appointment in QCS are required to disclose any criminal histories and/or charges (including convictions which are not recorded), usually at time of interview, as per the provisions of the Criminal Law (Rehabilitation of Offenders) Act 1986, section 9A(1). A criminal conviction or charge will not automatically exclude an applicant from consideration for appointment with QCS. QCS will obtain information from the Queensland Police Service on whether an applicant is under investigation for a serious offence and, if necessary, information can be obtained concerning the person.

**Pre-employment Checks**

Pre-employment checking will be conducted on preferred applicants before placement. They are used to verify that the information provided by the applicant in the selection processes is true and accurate. Pre-employment checking includes checking of criminal history, identity, performance or previous discipline history.

**Employee Union Information**

The Queensland Government recognises your entitlement to join a registered union. While you are not obliged to join a union, the Government encourages its employees to do so. Membership application forms can be obtained from the relevant union. Supervisors will be able to tell you the name of the union that represents your role.

You should also know that your name, the name of your workplace and your workplace location may be provided to a relevant union for the purpose of providing the union with the opportunity to discuss with you the benefits of union membership.

Refer to the Applicant Information Package for further information about which union covers the Department of Justice and Attorney-General.