Australian Government

CSCOFM022 Supervise offender management practices

Release: 1

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Modification History

Release	Comments
1	This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to CSCOFM503A Supervise offender management practices.

Application

This unit describes the skills required to develop case management approaches, supervise case management meetings and plans, support case management staff and review case activities and programs.

This unit applies to those working in a supervisor or management role in offender management. This role may be undertaken in a custodial environment or community corrections setting.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to offender management.

Those undertaking this unit work autonomously drawing upon support from a broad range of resources. The role requires critical reflection and evaluation skills as well as high level communication skills.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Offender management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Develop case	1.1 Ensure statutory requirements and obligations relevant to

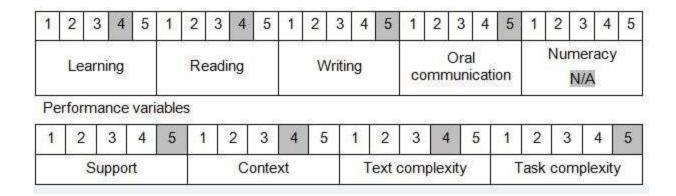| management approaches	offenders are reflected in case management practices, including the degree of assessed risks and the organisation's objectives and strategic plan.
	1.2 Check that case management practices meet recording and reporting requirements.
	1.3 Apply flexible case management practices to allow for individual requirements, cultural factors and differences.
	1.4 Ensure that case management practices provide suitable and transparent protection for the rights and welfare of offenders and staff.
	1.5 Actively involve case management teams and support agencies in the design and evaluation of case management approaches.
2. Supervise case management meetings	2.1 Consult with all people with an interest in offenders' outcomes and program and advise on the purpose and structure of the meeting.
	2.2 Check and confirm the roles, responsibilities and expectations of people participating in the meeting.
	2.3 Ensure that information is shared with offenders using effective two-way communication techniques that comply with relevant procedures.
	2.4 Use communication methods that suit offenders and people with key interests in the offender's case management.
	2.5 Identify the requirements and conditions of service provision and establish agreement with offenders.
	2.6 Define issues arising from involuntary participation and resistance and negotiate the consequences with offenders and service providers.
	2.7 Define offenders' needs, rights and obligations and ensure that the rights of all concerned are protected.
3. Supervise case management plans	3.1 Check that case management plans reflect assessments of offenders' needs and risks and organisation's objectives and programs.
	3.2 Use case plans to focus and encourage offenders to set and achieve realistic targets for change or action and to take personal responsibility.
	3.3 Ensure case management plans reflect the full range of immediate, short and long-term needs and risks of offenders and other relevant parties.
	3.4 Create action plans that reflect the case management approach appropriate for offenders' needs and risks and available programs and services.
	3.5 Determine and define processes for monitoring and changing case plans.
	3.6 Put strategies in place to deal with complex or high-risk

	situations.
	3.7 Match case plan requirements to experience, workload and geographical location of staff and support agencies.
4. Support case management staff	4.1 Select and allocate staff members according to their skills and interests in case management, available time and resources.
	4.2 Provide staff members with training and skills development to extend and promote their case management competencies and confidence.
	4.3 Consult with staff members and routinely involve them actively in the design and evaluation of case management processes and/or practices.
	4.4 Provide staff members with opportunities to extend their experience in all aspects of case management.
	4.5 Support staff members with the resources needed to play an effective role in case management.
	4.6 Encourage staff members to assess their performance in case management and to continuously improve their personal practice.
	4.7 Provide guidance, counselling and debriefing routinely through team activities and individual contact with staff.
5. Review case work activities and programs	5.1 Continually monitor the effectiveness of case management processes and practices against agreed goals, relevant services and programs, offender and stakeholder satisfaction.
	5.2 Assess and develop the need for changes to case plans, including the need for ongoing intervention and strategies for alternatives.
	5.3 Successfully negotiate proposed changes arising from case reviews with relevant parties.
	5.4 Check that processes for case closure comply with case plan and organisational procedures.

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy N/A				

Performance variables

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity				

Further information on ACSF and the foundation skills underpinning this unit can be found in the Foundation Skills Guide http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCOFM503A Supervise offender management practices.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde

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