Australian Government

Department of Education, Employment and Workplace Relations

CSCOFM501A Coordinate offender management processes

Revision Number: 2

ISC INDUSTRY SKILLS COUNCILS
Creating Australia's Future

CSCOFM501A Coordinate offender management processes

Modification History

CSCOFM501A Release 2:   Layout adjusted. No changes to content.
CSCOFM501A Release 1:   Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to design the components of a case management plan to address the needs of individual offenders. The plan will be governed by organisational policy determined by statutory accountability and committed to the strategic achievement of objectives, especially reducing offending behaviour.

Application of the Unit

Customisation will be required to accommodate the different work sites and defined work role contexts in which this unit will be applied.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the required performance needed to demonstrate achievement of the element. Where *bold italicised* text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1 Develop a case management model.	1.1 Assess organisation's program needs according to organisational philosophy, strategic plans, purpose and structure.
	1.2 Identify a range of suitable interventions to address immediate, short and longer-term needs of the organisation's clients.
	1.3 Consult *key people* in the organisation to ensure issues and options for offender intervention are explored thoroughly.
	1.4 Negotiate common goals, objectives and processes and reach agreement with key people in the organisation to ensure needs are addressed within statutory and organisational frameworks.
	1.5 Explore a range of options for addressing the organisation's strategic objectives for offender management priorities and select for inclusion in case management processes.
	1.6 Get agreement on processes for monitoring the achievement of goals, timeframes and resources and promote a collaborative ownership of the case management processes.
	1.7 Define roles, responsibilities and accountabilities in consultation with offenders, stakeholders, staff and service providers.
	1.8 Negotiate and agree on processes for appeal and for the termination and/or renegotiation of processes for inclusion in the plan.
	1.9 Identify relevant social, family, community, cultural and ideological considerations and address these in the case management process.
2 Determine implementation procedures.	2.1 Put in place practical strategies and resources to support key people involved in implementation.
	2.2 Define the negotiable and non-negotiable aspects of the case management process and ensure that they are consistently and fairly maintained.
	2.3 Negotiate support for case management processes with key people in the organisation.
	2.4 Negotiate contracts and agreements with external service providers that accurately reflect objectives, timing and resource constraints.
	2.5 Ensure information sharing between key people in

ELEMENT	PERFORMANCE CRITERIA
	the organisation and their involvement in implementation processes.
	2.6 Develop procedures to measure the progress of specialist client service delivery against defined performance indicators.
	2.7 Clearly define procedures to deal with crisis and risk.
	2.8 Ensure that the case management process is understood and agreed to by all involved supervisory staff.
	2.9 Establish suitable evaluation processes for ongoing implementation of the offender management process.
	2.10 Check that all relevant reporting procedures meet the organisational requirements.

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Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- interpreting and applying legislation, strategic plans and organisational purpose
- anticipating and managing organisational issues that affect case management
- developing and assessing models appropriate for intervention
- collecting and analysing information
- documenting plans and systems
- consulting with and negotiating mutually agreed outcomes with staff at all levels in the organisation
- verbal communication, including interviewing skills, negotiation and cross-cultural communication
- interpersonal communication, including establishing and maintaining relationships and networks
- researching current trends in case management
- analysing and evaluating practices
- planning for practice improvement
- developing implementation strategies appropriate for intervention and the organisation
- applying program evaluation and review strategies.

Required knowledge:

- relevant policy, procedures, legislation and statutory requirements related to the area of work
- different models of intervention and behaviour change management
- cultural protocols and systems
- family structure, dynamics, communication and decision making
- family support and family casework strategies
- range of community services and resources available
- indicators of abuse and accepted intervention strategies
- effects of abuse on emotional and social development
- effects of different forms of intervention
- effects of incarceration
- operational planning processes
- report writing and documentation requirements
- time and stress-management techniques
- meeting procedures and facilitation
- developing and maintaining appropriate networks.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment	Evidence for assessment must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.
Critical aspects for assessment and evidence required to demonstrate competency in this unit	In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms: • the knowledge requirements of this unit • the skill requirements of this unit • application of employability skills as they relate to this unit • ability to implement a case management plan to meet the needs of an individual and the strategic objectives of the organisation in a range of (two or more) contexts or occasions, over time.
Context of and specific resources for assessment	This unit contains a wide range of variables to reflect the diverse nature of case management and the different services provided in and for correctional services. Selection from the range of variables will reflect the specific requirements of the work site and the defined work role. Valid assessment of this unit requires: • a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual coordinating offender management processes effectively as part of a coordinated team including coping with difficulties, irregularities and changes to routine • copies of legislation, policies, procedures and guidelines relating to coordinating offender management processes • access to appropriate learning and assessment support when required. The context of performance will depend on the candidates' roles and responsibility, the strategic objectives of the organisation, the focus of case management programs and processes and the conditions required by: • different models of case management • programmed intervention • classification and review requirements

- need and risk assessment
- reporting and referring to specialists
- protective care
- high-risk offenders
- routine and special reports
- review of sentence plan and conditions
- organisational policy and procedures
- relevant program standards
- service and professional standards, including code of professional ethics or code of practice
- case management models used in custodial environments
- case management models used in community-based programs.

Method of assessment

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners
- completion of performance feedback from supervisors and colleagues.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Key people may include:	- social workers - intervention staff - programs staff - case managers - psychologists - medical staff - specialists - support staff - professionals from other agencies - probation and parole staff.

Unit Sector(s)

Offender management.

Competency field

Not applicable.

Co-requisite units

Not applicable.