



Australian Government

CSCINT009 Manage intervention strategies for offenders

Release: 1

CSCINT009 Manage intervention strategies for offenders

Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 3.0

Application

This unit describes the skills and knowledge required to manage intervention strategies for offenders. It includes developing intervention programs, matching offenders to programs, encouraging involvement and evaluating the effectiveness of programs.

This unit applies to staff working in offender management roles within correctional services. This role may be carried out in a custodial environment or community 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 interaction with offenders and offender services.

A person working in this role is autonomous and draws upon support from a range of established and new resources. The role is complex, involving application of high level organisational, communication and analysis skills.

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

Pre-requisite Unit

Not applicable

Competency Field

Intervention

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

PERFORMANCE CRITERIA

Elements describe the essential outcomes

Performance criteria describe the performance needed to demonstrate achievement of the element.

1 Review suitability of intervention programs

- 1.1** Review offender programs and check the suitability of existing programs with available information and through consultation with stakeholders
- 1.2** Provide support to existing community networks and agencies and encourage them to develop programs to meet offender needs
- 1.3** Explore the availability of resources and develop strategies to acquire adequate and relevant resources
- 1.4** Establish collaborative networks with community agencies to ensure offenders' interests are reflected in the design and delivery of programs
- 1.5** Review the effectiveness of programs with key stakeholders and make adjustments to ensure outcomes are achieved
- 1.6** Report on program suitability in accordance with organisational requirements

2 Match offenders to existing programs

- 2.1** Identify and assess offender needs against the services and criteria of existing programs
- 2.2** Consult community or specialist agencies about available programs and advocate for the interests of offenders
- 2.3** Gather information about a range of suitable community services and check for currency, accuracy and relevance
- 2.4** Clarify protocol and guidelines for access to programs and involve offenders in determining suitability and preferences

3 Encourage responsibility and participation

- 3.1** Confirm that the objectives of programs meet specific offender requirements
- 3.2** Acknowledge the responsibilities of offenders in determining and achieving their personal goals and reinforce this throughout implementation strategies and procedures
- 3.3** Identify and assess offender obstacles and potential

		resistance to cooperating with service provision to determine appropriate strategies
	3.4	Encourage and support offenders through appropriate allocation of resources and services and routine review of progress
	3.5	Support and maintain the active involvement of offenders in the implementation and review of program goals and strategies
4 Evaluate and report on program effectiveness	4.1	Ensure offenders who are participating in programs are supported through minimal disruption to attendance
	4.2	Investigate issues preventing program participation or completion and recommend appropriate response
	4.3	Organise structured opportunities for offender feedback and provide reports on progress
	4.4	Encourage constructive, honest, relevant and comprehensive offender participation in meetings
	4.5	Provide accurate reports in required timeframe that contain honest, complete and substantiated information and recommendations
	4.6	Monitor program objectives and outcomes against agreed plan, objectives and key performance indicators (KPI's)
	4.7	Actively seek feedback from offenders and others involved and use this to inform the design of the program
	4.8	Identify and assess proposed changes, discuss with relevant stakeholders and implement where determined suitable
	4.9	Provide program reporting requirements within specified timeframes in accordance with organisational policy and procedures

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit replaces and is equivalent to CSCINT008 Coordinate intervention strategies for offenders.

Links

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

Assessment Requirements for CSCINT009 Manage intervention strategies for offenders

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Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and include.

- using a range of network and consultation strategies with internal and external stakeholders
- coordinating the organisation's offender or case management model
- liaising with a wide range of professional and specialist service providers
- using the organisation's information management system
- using communication strategies for counselling and negotiation
- using relevant review and evaluation techniques to determine the effectiveness of programs.

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- organisation's strategic plans and objectives that relate to the use of programs and services for offenders to achieve the outcomes required
- range of agencies within and outside the organisation providing programs for offenders and criteria and conditions for service
- organisation's offender risk management system
- organisation's offender or case management model
- programs and resources relevant to offender development
- principles and models of community development and their role in offender support and rehabilitation
- how empirical research supports offender participation in programs
- legislation, regulations and organisational policies, procedures and objectives related to court orders, relationship with community and other service agencies
- key people in the local community and community agencies and services including the parole board
- networks and liaison protocol
- effective communication strategies, including cross-cultural
- program considerations/objectives including:
 - statutory requirements (courts or parole board)

- sentence plans
- post-release plans including reintegration to community
- personal goals of offenders
- strategies to seek feedback and evaluate program effectiveness.

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in workplace operational situations. Where this is not appropriate, assessment must occur in simulated workplace operational situations that reflect workplace conditions.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- a range of relevant exercises, case studies and/or simulations
- acceptable means of simulation assessment
- applicable documentation, including workplace policies, procedures, regulations, codes of practice and operation manuals
- relevant materials, tools, equipment, facilities and personal protective equipment (PPE) currently used in industry.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>