



Australian Government

CSCOFM020 Coordinate offender management processes

Release: 1

CSCOFM020 Coordinate offender management processes

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 CSCOFM501A Coordinate offender management processes.

Application

This unit describes the skills required to develop offender case management models and determine implementation procedures.

This unit applies to those coordinating offender management activities designed to reduce offending behaviour. 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 and organisational intent.

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 a case management	1.1 Assess organisation's program needs according to organisational philosophy, strategic plans, purpose and structure.

model	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 Gain 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 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 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.

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 CSCOFM501A Coordinate offender management processes.

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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Assessment Requirements for CSCOFM020 Coordinate offender management processes

Modification History

Release	Comments
1	These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- interpreting and applying legislation, strategic plans and organisational purpose
- anticipating and managing organisational issues that affect case management
- developing and assessing case management models appropriate for intervention
- collecting and analysing information
- using word processing and spreadsheet programs to document plans and systems
- consulting with and negotiating mutually agreed outcomes with staff at all levels in the organisation
- communicating verbally, including interviewing, negotiating and establishing and maintaining relationships and networks interpersonal communication
- researching current trends in case management to inform development of case management models
- analysing and evaluating practices
- planning for practice improvement
- developing implementation strategies appropriate for intervention and the organisation
- applying program evaluation and review strategies

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- 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

Assessment Conditions

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.

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.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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