



Australian Government

CSCOFM022 Supervise offender management practices

Release: 1

CSCOFM022 Supervise offender management practices

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	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) <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>

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for CSCOFM022 Supervise offender management practices

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.

- checking and analysing information for assessment of risks, special needs and developmental levels
- taking responsibility for duty of care outcomes based on the degree of risk and special needs of offenders
- preserving the rights and responsibilities of offenders and their safety and welfare
- supporting staff and protecting their safety and welfare
- providing supervision and case management strategies based on assessed risk and justifiable priorities
- making decisions based on knowledge of the impact of cultural and personal values on behaviour, expectations and program objectives
- responding to risks and incidents of varying degrees of severity
- adapting service or program responses to different special needs
- using clear, suitable and accurate communication
- developing and analysing actions appropriate for case plans
- collecting and analysing information
- documenting case plans
- complying with the organisation's security policies and operating procedures related to contact with offenders
- applying knowledge of statutory requirements relevant to the work sector and candidates' roles
- communicating case plan requirements in both formal and informal contact with offenders and key stakeholders
- taking into account the values, needs and circumstances of people from different cultures
- using personal, manual and electronic information
- using support and resources available and applying the criteria for access

- monitoring and responding to positive and negative progress
- giving feedback on expectations and progress
- maintaining a supportive and professional relationship with staff and support agencies
- maintaining a focus on agreements and behaviour outcomes
- identifying limits of role and taking actions to contact appropriate people
- presenting case management information in formal and informal settings

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.

- organisational policies, procedures and guidelines related to case management and offender programs and services
- indicators of risk to offenders identified in offender risk management policies and processes and determined by the offender profile
- procedures and requirements for case management reporting, including work site reporting processes and the organisation's offender information system
- accountability, including recording and reporting case management information
- processes and procedures for breaches of regulations and associated disciplinary actions
- access to information and restriction of access
- appropriate relationships with offenders, staff and colleagues
- rights and responsibilities of offenders
- protocols for referral to specialist and support agencies
- special needs
- organisation's code of conduct, code of ethics and duty of care
- range of specialist support services and programs available to offenders
- processes for getting advice and assistance when there are problems
- cultural practices that will have an impact on decisions made about flexibility and allowances, additional support and special programs
- impact of cultural and personal beliefs on values, relationships, attitudes and behaviour
- cultural prohibitions that have an impact on physical contact, relationships and communication

Assessment Conditions

This unit contains a wide range of variables to reflect the diverse nature of offender 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 responsible for supervising offender management practices 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.

Links

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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

Companion Volume implementation guides are found in VETNet -

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