

Transitional Coach- ITS Program

Program	Psychosocial Services
Location	Albury
Employment Type	Part Time
Classification	SCHADS
Award	Level 4.2
Travel Required	Yes
Applications Close	TBA

About Centacare South West NSW

Our Mission is to actively reach out to and serve vulnerable families and individuals by providing a range of quality targeted services and programs that are flexible and responsive to needs. By building on strengths of individuals, families and communities. And to promote social justice and inclusion.

Organisational Context

The Initial Transitional Service (ITS) is a part of the Psychosocial Services Program which works closely with the Regional Manager to ensure Centacare's staff and core business is managed across locations. Centacare South West NSW is proudly a social service agency of the Catholic Church in the Diocese of Wagga Wagga.

We are a member of the wider network of Catholic social service organisation across Australia, known as Catholic Social Services Australia. We are a not for profit, non-government organisation that has been providing professional services to individuals and families since 1991.

We act on behalf of the Diocese to alleviate disadvantage through the provision of services to children, young people, individuals, families and communities in the Diocese.

Position Purpose

The Initial Transitional Service (ITS) provides a broad range of activities that support offenders on parole under the supervision of Community Corrections in the community. The ITS program support offenders assessed as medium/high or high risk of reoffending.

The ITS program complements Community Corrections (CSNSW) case management which is focused on the delivery of offence-focused programs and interventions in collaboration with Corrective Services. The program will be tailored to each offender in accordance with their CSNSW case plan.

Under the ITS, those at higher risk of reoffending will be referred for service. CSNSW and Centacare will work on coordinating services related to risk and responsivity needs. Tasks and areas of focus will include domains within the CSNSW case plan including but not be limited to mental health, accommodation, emotional and personal needs.

Centacare will be required to accept all referrals from CSNSW.

Offenders exiting custody will be referred to Centacare and the model that Centacare will work within includes:

- A maximum of 12 weeks' support/service to ensure critical transition issues are addressed including active referral and integration with other service providers in the community. The period of support can be extended if required;
- An emphasis on post-release engagement;
- Service delivery is directly linked to the offender's CSNSW case plan, with Community Corrections being the case manager;
- The service provider may address additional issues via other service when the ITS stage has been completed and the offender is exited;
- Community Corrections will liaise with the service provider to negotiate timeframes for activities to be completed and reviews of those activities.
- Exit strategies will be developed to ensure ongoing support for the offender.

Position Details

Reports To	Regional Manager – Griffith and Communities
Direct Reports	nil
Division	Psychosocial Services Program
Requirements	<input type="checkbox"/> National Police Check <input type="checkbox"/> Working with Children Check <input type="checkbox"/> Possess an unencumbered driver's license

Relationships

The position liaises with the following stakeholders. This is subject to change.

External	<ul style="list-style-type: none"> • Department of Community Corrections (CSNSW) • NSW Allied Health Service Providers • Non-Government Social Service agencies
Works closely with	<ul style="list-style-type: none"> • Regional Managers • CSNSW staff • Program Coordinator – Psychosocial Services • Centacare staff

Skills & Responsibilities

These Key Accountabilities align with Centacare SW NSW's strategic and operational goals.

Skills & Responsibilities	Key Performance Indicators
Client Support	
<ul style="list-style-type: none"> • Provide psycho-educational and or therapeutic programs, mediation/ family dispute resolution, and or individual, couple and family counselling as is relevant and within scope of practice. • Ensure the intake, screening and assessment process establishes the needs of each client. • Engage with local Corrections staff to support the success of ITS and CSNSW case plans • Accept CSNSW referrals • Tailor ITS interventions for offenders informed by CSNSW staff and individual case plans. • Coordinate services related to risk and responsivity needs in consultation with CSNSW. • Focus on positive post-release engagement - where appropriate, be a point of contact for ITS offenders, their families and carers, communicate with offenders/participants about the program including the provision of information about processes and timeframes. • Engage with ITS participants to support and facilitate their transition to civilian life. • Work within the ITS care coordination/case plan • Carry a minimum caseload of 8 offender/participants 	
Service Quality	
<ul style="list-style-type: none"> • Work towards Improvement of the ITS programs and systems to improve outcomes for offenders/participants by engaging with and building pathways and networks of services/supports relevant to the CSNSW case plan (i.e. mental health, accommodation and emotional personal). 	

Skills & Responsibilities	Key Performance Indicators
	<ul style="list-style-type: none"> • Accurately Collect and input data in the CSNSW portal for the purposes of the monitoring, reporting and evaluation of the ITS initiative. • Participate in developing best practice approaches through partnerships with appropriate regional networks. • Monitor achievement against care plans, noting changes in offender/participant circumstances and ensure that the participant's records are kept up to date and CSNSW are informed. • Undertake core compliance training as directed.
WHS	
	<ul style="list-style-type: none"> • Adhere and contribute to Work, Health and Safety in the workplace • Liaise with Regional Manager and WHS Manager any safety issues that need to be addressed
Quality Assurance	
	<ul style="list-style-type: none"> • Contribute to continuous improvement processes and adhere to Quality Assurance policies • Adhere and contribute to Agency policy and procedures. Work to be consistent with the Centacare's ethos and ethical standards
Human Resources	
	<ul style="list-style-type: none"> • Undertake monthly KPI meetings • Participate in Centacare's PeopleStreme monthly meetings • Undertake any other duties as requested by the Regional Manager
Centacare Values	
Consistently displays the Centacare Values: Respect, Social Justice, Empower, Professionalism, Relationships, Team and Excellence	

Selection Criteria

Essential

1. Tertiary qualification and or extensive experience in the human service sector working with high risk participants with complex needs
2. Extensive knowledge of the corrective services, clinical/health and/or welfare service system
3. An understanding of criminogenic factors contributing to crime and a the risk and responsivity principles
4. Demonstrated high level of interpersonal skills with a proven ability to participate in a collaborative and supportive manner, and the capacity to work both independently and as part of a team
5. An understanding of Case Management and Care Coordination service approaches
6. Current driver's licence
7. Ability to maintain confidential information at all times

8. Understanding and commitment to the principles of Catholic Social Teaching and the mission, values and strategic goals of Centacare SW NSW
9. Proficient in Microsoft Office Suite
10. Sensitivity to the needs of people with special needs including Aboriginal and Torres Strait Islander people, Cultural and Linguistically Diverse clients, and the disable and disadvantaged

Key Values

Respect	We respect the uniqueness, dignity, diversity, cultures and beliefs of all people.
Social Justice	We advocate. We show compassion to individuals. We advocate for equity of access, fairness and justice. We seek to give voice to the vulnerable.
Empower	We care for the wellbeing of each person. We acknowledge strengths in all people and we seek to empower individuals to take control of their future.
Professional	We do the right thing. We accept responsibility for our actions and we support each other. We are ethical, committed, act with integrity and are accountable for our results.
Relationships	We embrace the power of relationships. We support positive relationships for our clients. We are committed to developing creative and collaborative connections for and within our community.
Team	We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team we make a difference.
Excellence	We are a center of excellence. We are innovative and adaptable. We have high standards and ensure best practice approached to our service.

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