



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: Corrective Services

Business Unit: Offender Reintegration

Position Title: AMC Induction & Screening
Case Manager

Position Requirements: WWVP

Position Number: P37131

Classification: Administrative Services Officer
Class 6 (ASO6)

Location: Alexander Maconochie Centre,
Canberra / Ngunnawal Country

Last Reviewed: 01/09/2026

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and support a democratic society;
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focussed; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders.



The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Manager of Government Business
- Minister for Gaming Reform
- Minister for City and Government Services
- Minister for Night-Time Economy
- Minister for Police, Fire and Emergency Services
- Minister for Corrections
- Minister for Women
- Minister for Prevention of Family and Domestic Violence
- Minister for Human Rights

DIVISION OVERVIEW

ACT Corrective Services is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BUSINESS UNIT OVERVIEW

Offender Reintegration (OR) plays a vital role in the successful reintegration of an offender into the community by seeking to reduce criminogenic risk and supporting an offender to address other causal factors related to their offending behaviour.

Key functions of the Offender Reintegration division are to:



- Deliver a holistic model of Integrated Offender Management (IOM) to offenders throughout their custody and/or supervision period;
- Deliver strong reintegrative services through employment, housing and throughcare;
- Provide a streamlined and integrated model of case management and program delivery that meets the needs of the detainee and offender population;
- Provide dedicated services to the AMC Assisted Care Unit, and counselling and short-term interventions to offenders;
- Implement and monitor the ACTCS Offender Reintegration Clinical Governance Framework and related evaluation activities.

The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well demonstrate the related signature behaviours.

POSITION OVERVIEW

The AMC Induction & Screening Unit is responsible for the effective induction, screening and orientation of all new receptions into the AMC using trauma informed practices. The Unit will ensure all detainee's entering the AMC have their immediate welfare needs met and are provided with appropriate and relevant information and support while acknowledging the distress often experienced by people when they enter custody.

The AMC Induction & Screening Case Manager will ensure quality inductions, screenings and orientations are undertaken for all detainees once they enter the AMC.

WHAT YOU WILL DO

Under the limited direction of the Team Leader, AMC Induction & Screening Unit, the AMC Induction & Screening Officer will:

1. Provide quality inductions, screenings and orientations to detainees on admission to custody in line with relevant policies and procedures. They will effectively use a variety of screening tools, covering areas such as AOD, mental health and disability.
2. Ensure any identified support needs are addressed either directly or through referrals to culturally sensitive services.
3. Develop and maintain respectful and collaborative relationships with internal and external stakeholders to ensure effective end to end case management for detainees which addresses support needs, including mental health and alcohol and drug concerns.
4. Monitor and support detainee progress in accordance with the ACT Corrective Services Rehabilitation Framework in close consultation with other business units within the AMC,



including other Offender Reintegration teams, Aboriginal Liaison Office, Custodial Operations and Canberra Health Services.

5. Support and work collaboratively with the AMC Family Worker to develop effective, rehabilitation-focused partnerships and positive, pro-social relationships with detainees, their families and stakeholders.
6. Develop and refine the ability to recognise a need for and deliver brief interventions on targeted topics, with the purpose of supporting a rehabilitative culture in the Unit.
7. Ensure that all offenders are supported in a decent, humane and respectful environment with a clear focus on rehabilitation and reintegration.
8. Assist senior members with other duties, including project work, both in and out of the Unit to ensure the objectives of the Offender Reintegration Division are achieved.
9. Maintain records in accordance with the *Territory Records Act 2002*.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated knowledge of the principles of contemporary best practices in relation to detainee management, including the facilitation of inductions and screenings and the completion of referrals to suitable services designed to address specific needs.
2. Demonstrated interpersonal, negotiation, written and verbal communication and influencing skills, including the ability to communicate and present to a wide range of audiences.
3. Demonstrated understanding and management of the issues affecting detainees as they enter custody. This may include, but is not limited to, detainees with complex trauma, identified disabilities, addictive behaviours and the specific needs of detainees from diverse backgrounds.

Behavioural Capabilities

1. Highly developed stakeholder management skills, including the ability to build and maintain respectful and collaborative relationships with internal stakeholder, community supports and external service providers.



2. Demonstrated ability to effectively manage competing work priorities, determine priorities, remain resilient and achieve required outcomes in a challenging environment.
3. Demonstrated ability to work autonomously, and also as part of a cooperative, high performing team.

Compliance Requirements/Qualifications

1. Experience working with offenders and relevant tertiary qualifications are highly desirable.
 2. Background police checks will be conducted.
 3. This position requires a pre-employment medical.
 4. This position requires Working with Vulnerable People registration.
 5. To be eligible for permanent or temporary employment within the ACT Public Service (ACTPS) you must be an Australian citizen, a permanent resident or hold a valid work visa.
 6. If an officer no longer holds a visa that permits them to work in Australia, their employment with the ACT Public Service (ACTPS) will be terminated.
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WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **AMC Induction and Screening Unit Case Manager (P37131)** and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Frequently
Standing for long periods	Never
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Never
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Never
Lifting 10kg+	Never



Climbing	Never
Reaching	Never
Bending/squatting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Never
Personal Protective Equipment (PPE) required	Never