ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: ACT Corrective Services

Business Unit: Offender Reintegration

Position Title: AMC Case Manager

Position Requirements: WWVP, Drivers Licence.

Position Number: P11556

Classification: Administrative Services Officer 6 (ASO6)

Location Alexander Maconochie Centre, Monaro Highway Hume ACT/Ngunnawal Country

Last Reviewed: 07/10/2026

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.

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 Westminister 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.

POSITION OVERVIEW

The AMC Case Manager will oversee the development and implementation of individualised case management plans aimed at changing anti-social behaviours and overcoming relevant social exclusion factors.

The AMC Case Manager will establish strong links with internal stakeholders, community supports, and external service providers.

WHAT YOU WILL DO

Under the limited direction of the Team Leader, AMC Case Management Unit, the AMC Case Manager will:

1. Provide end-to-end integrated case management for people in custody through the development and review of case management strategies and processes to ensure the provision of timely and high-quality interventions for detainees.
2. Promote detainee 'release readiness' through connection with suitable resources, support services and interventions.
3. Develop and maintain respectful and collaborative relationships with internal and external stakeholders.
4. Monitor and support detainee progress in accordance with the ACT Corrective Services Rehabilitation Framework in close consultation with the Corrections Programs Unit, Custodial Operations and post release services.
5. Ensure that all offenders are supported in a decent, humane and respectful environment with a clear focus on rehabilitation and reintegration.
6. Promote and apply the principles of contemporary best practices in relation to offender management, including written reports to the Courts, releasing authorities and other statutory bodies in relation to offender management, risk and intervention outcomes.
7. Assist senior members with other work in the Unit to ensure the objectives of the Case Management area are achieved.
8. Maintain records in accordance with the *Territory Records Act 2002*.

9. This position does not involve direct supervision of staff.

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 understanding of case management and induction principles and processes within a custodial environment and experience of working with individuals involved in and affected by the criminal justice system.
2. Demonstrated knowledge of the principles of contemporary best practices in relation to detainee management, including the facilitation of risk and needs assessments; referrals to suitable programs and services designed to address specific behaviours; and strategies to increase motivation.
3. Demonstrated interpersonal, negotiation, written and verbal communication and motivational interviewing skills, including the ability to communicate and present to a wide range of audiences.

Behavioural Capabilities

1. Highly developed stakeholder management skills, including the ability to build and maintain respectful and collaborative relationships with internal stakeholders, 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 detainees and relevant tertiary qualifications are highly desirable.
2. Background police checks will be conducted.
3. Driver's licence is essential.
4. This position requires a pre-employment medical.
5. This position requires Working with Vulnerable People registration
6. To be eligible for employment within the ACT Public Service (ACTPS), applicants must be an Australian citizen, permanent resident, or holder of a valid work visa. Employment will cease if work rights are no longer held.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **AMC Case Manager (P11556)** 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	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
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	Occasionally

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

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

TRAVEL	**FREQUENCY**
Frequent travel – multiple work sites	Occasionally
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