ACT Government
Justice and Community Safety

POSITION DESCRIPTION

Directorate: Justice and Community Safety

Division: Corrective Services

Business Unit: Offender Reintegration

Position Title: Complex Care Clinician (Social Worker/Occupational Therapist/Psychologist)

Position Requirements: WWVP, Relevant qualification/s in Social Work/ Occupational Therapy/ Psychology/ Counselling, Driver's Licence.

Position Number: P35024

Classification: Health Professional 1 or 2

Location: Alexander Maconochie Centre (AMC), 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 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.

The Supports and Interventions Unit delivers programs and services within discrete communities with complex needs within the AMC, including the Assisted Care Unit (ACU), Women's Area, and individual interventions to clients across the centre experiencing mild-to-moderate mental health concerns.

The ACU provides a supported environment for male detainees presenting with complex mental health, physical and/or intellectual disability and various complex needs with a primary aim of enabling detainees to achieve optimal independent functioning.

The Women's Area provides a supportive environment for women, recognising the gender-specific needs of incarcerated women.

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

Through sound knowledge of evidence-based practices and the principles of best practice intervention, the HP1/2 Clinician will support detainees who present with disability, ageing, mental health and other complex needs whilst in the justice system.

Through collaborative engagement, the HP1/2 Clinician will actively promote community connections and reintegration, contributing to reducing recidivism through the provision of interventions for detainees within the AMC.

The HP1/2 Clinician will engage with detainees using trauma informed practices to actively promote rehabilitation, community connections and reintegration.

Through a thorough understanding of the particular needs of specialist interventions within the AMC, this role will work collaboratively with other internal and external stakeholders to deliver services promoting rehabilitation and reintegration.

Clinicians working within SIU are supported via access to supervision, a collaborative and multidisciplinary team environment, and continuing professional development opportunities appropriate to area of service provision.

WHAT YOU WILL DO

1. Under direction of the Support and Interventions Practice Leader, provide therapeutic interventions and supports to individuals across the centre.
2. Contribute to, and co-ordinate complex NDIS referrals and complex assessments, including but not limited to functional capacity assessments and cognitive ability screening, to ensure detainees access required support upon release.
3. Support the provision of critical incident response to staff and detainees who have been involved in or exposed to significant and/or traumatic event/s within the AMC.
4. Support the planning, development and evaluation of client programs and services, including policy and procedures, in collaboration with relevant stakeholders. This includes supporting research and promoting current evidence-based practice in the areas relevant to clinical expertise – particularly mental health and offence specific interventions.
5. Contribute to the maintenance of monitoring systems to enable evaluation of effectiveness of treatment options in accordance with leading practice guidelines and participate in the ongoing review and evaluation of work practices, including quality assurance and reporting on performance indicators, and contribute to the development of policies and procedures.
6. Liaise with ACT government agencies, community organisations and other key stakeholders, including but not limited to the Sentence Management Unit, Community Corrections, Justice Health Services, Custodial Operations, and community based organisations.
7. Participate in ongoing professional education, supervision and personal performance review process.
8. 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

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 ability to deliver client services and 1:1 interventions, including, trauma informed group and individual formats to detainees with identified needs.
2. Knowledge of trauma informed practice and how this can be applied to forensic populations.
3. Demonstrated experience in working with a wide range of clients with complex needs.

Behavioural Capabilities

4. Demonstrated ability to work independently and as part of a multidisciplinary team to provide consistent, trauma informed group and individual support and interventions to detainees with complex needs.
5. Demonstrated ability to deliver client services, including contributing to the development of and/or implementation of new initiatives.
6. Sound interpersonal, liaison, negotiation and written and verbal communication skills, including the ability to liaise with a range of stakeholders including detainees and staff.

Compliance Requirements/Qualifications

1. Relevant qualification/s in Social Work/ Occupational Therapy/ Psychology/ Counselling are essential.
2. Eligibility for professional membership or demonstrated eligibility for professional membership of a relevant governing professional body is required.
3. Applicants applying for the HP2 role must have a minimum of 12 months paid work employment, post qualification, in a relevant role.
4. Applicants applying for the HP1 role may be recent graduates with less than 12 months paid employment, post qualification in relevant role.
5. Experience in individual Social Work/ Occupational Therapy/ Psychology/ Counselling roles with a wide range of clients with identified needs is desirable.
6. Experience within a forensic/ custodial setting is desirable.

7. This position requires a National Police Check.
8. A current driver's licence (Class 'C' is essential).
9. This position requires a pre-employment medical.
10. This position requires Working with Vulnerable People registration.
11. 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.
12. 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.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Complex Care Clinician (P35024)** 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	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	Frequently
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)	Occasionally
Working outdoors	Occasionally

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

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

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

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