



POSITION DESCRIPTION

Directorate: Justice and Community Safety

Position Number: P52834

Division: Corrective Services

Classification: Health Professional 4 (HP4)

Business Unit: Offender Reintegration

Location: Alexander Maconochie Centre (AMC), Canberra / Ngunnawal Country

Position Title: Complex Care Practice Lead (Supports and Interventions Unit)

Last Reviewed: 14/09/2026

Position Requirements: WWVP, Relevant qualification/s in Social Work/ Occupational Therapy/ Psychology/ Nursing / other.

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 **Supports and Interventions Unit (SIU)** is comprised of two teams, namely the Complex Care and Therapeutic Interventions Teams. The two teams combine to form a multi-disciplinary team consisting of clinicians, a Disability Liaison Officer's, and Allied Health Assistants who provide a range of interventions and services across the whole of the AMC and supporting transition into the community. The SIU's Complex Care teams primary focus is the ongoing oversight and service intervention in or related to the Assisted Care Unit (ACU), an accommodation unit in the AMC for male detainees with complex presentations and vulnerabilities because of mental health, disability, or other complex need/s. The team also provides ongoing support of ageing detainees with increasing care needs.

Two practice leads (Therapeutic Interventions and Complex Care) work collaboratively in the delivery of SIU services. The Complex Care Practice Lead is responsible for the provision of both organisational and individual support related to increasing the capacity of individuals with complex needs within the AMC. This role provides specialised clinical care coordination for complex clients across the continuum of emerging, pre-existing as well as identifying unmet disability and ageing needs across the AMC. This includes supporting detainees with complex behaviours and as required recommending assessments and interventions. The role is responsible for ensuring detainee's individual needs are considered during their incarceration and contribute to pre-release planning for transitional care needs. The Complex Care Team provides expert advice to stakeholders within the AMC to improve the capacity of staff to support detainees with complex presentations.

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

Under the direction of the Director, Clinical Practice, the Complex Care Practice Lead, Supports and Interventions will:

1. Provide clinical leadership and management of the day-to-day operations of a multidisciplinary team in the provision of disability and complex client needs across the AMC, and in the community with the ACTCS Community Disability Liaison Officer.
2. Provide leadership and have accountability for the development, management, reporting and evaluation of team activity against targets and governance requirements, and maximise the efficiency of financial, human, and physical resources.
3. Develop implement and review a range of multidimensional and evidence-based treatment options that offer opportunities for the development of physical, emotional, and general wellbeing for detainees with varied and complex needs including therapy and daily activities program development for ACU.
4. Provide advice related to the care of, and service provision for, detainees with disabilities, and age-related decline including contributing to case plans, and regular care coordination.
5. Supervise, oversee and direct the work of staff including assisting with and vetting clinical assessment (where applicable), staff supervision, operational scheduling, clinical guidance and ongoing staff performance.
6. Maintain systems to enable evaluation of the effectiveness of clinical treatment options in accordance with leading practice guidelines, to enable review and evaluation of work practices, including quality assurance and reporting on performance indicators, and contribute to the development of policies and procedures.
7. Identify and implement actions to address systemic barriers to service delivery access for detainees with complex needs in the custodial setting, including leading care coordination meetings, contribute to higher level and strategic planning forums, and take initiative to drive systemic change in the disability, ageing and complex care space for ACTCS and the AMC.
8. Provide mentoring, support, training and leadership to staff to build skill and knowledge in respect of complex individuals and cohorts.
9. Promote, foster and maintain positive engagement, and liaise and negotiate with ACT government agencies, community organisations and other key stakeholders, including but not limited to the Sentence Management Unit, Community Corrections, Custodial Mental Health, Justice Health Services, Custodial Operations, NDIA, Office of Disability, and community-based organisations.
10. Assist with the preparation of reports and submissions in relation to the operations of the Supports and Interventions Unit.
11. 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

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

Professional / Technical Skills and Knowledge

1. Experience in engaging with people with disability, ageing, mental health, and other complex needs.
2. Demonstrated experience in providing assessment and interventions for clients with complex psychosocial and or physical needs, including developing case plans, completion of functional capacity assessments and preparing reports to support NDIS applications for vulnerable cohorts. Experience conducting relevant screening and assessment, such as cognitive screening or the ability to quickly learn
3. Experience in the development, implementation, delivery, and review of services.
4. Sound knowledge of the disability, ageing, mental health and/or relevant sectors within the ACT and demonstrated ability to liaise with stakeholders to achieve outcomes for clients.

Behavioural Capabilities

1. Demonstrated sound liaison and written and verbal communication skills and the ability to adapt these skills across a range of audiences and in a range of formats to meet client and stakeholder needs.
2. Demonstrated sound analytical skills and the ability to implement disability related improvements in the workplace while considering the impacts of the custodial environment.
3. Demonstrated leadership qualities in managing and positively influencing teams with the ability to work effectively in a small team, and autonomously.



Compliance Requirements/Qualifications

Mandatory

- **Occupational Therapists:**
 - Registered or eligible for general registration with the Occupational Therapy Board of Australia under AHPRA
 - Registration or eligibility for registration with Occupational Therapy Board of Australia
 - Minimum of 5 years' experience post qualification
- **Nursing:**
 - Registered as a Registered Nurse with the Nursing Midwifery Board of Australia under AHPRA.
 - Approved tertiary qualifications or equivalent in nursing.
 - Current registration or eligibility for registration as a Registered Nurse with the Nursing & Midwifery Board of Australia, through the Australian Health Practitioner Regulation Agency (AHPRA).
 - Minimum of 5 years' experience post qualification within an acute or rehabilitation adult setting
- **Psychologists:**
 - Be registered or be eligible for general registration with Psychology Board of Australia
 - Minimum of 5 years' experience post qualification
- **Social Workers:**
 - Degree in Social Work
 - Professional membership or eligibility for professional membership of the Australian Association of Social Workers
 - Registration under the Working with Vulnerable People Act 2011
 - Minimum of 5 years' experience post qualification
- **Other relevant undergraduate or graduate allied health tertiary qualifications:**
 - Professional membership or eligibility for professional membership of relevant peak body and/or registration body
 - Minimum of five years' experience post qualification
- This position does require a Police Record Check.



- Current registration issued under the *Working with Vulnerable People (Background Check) Act 2011* is required.
- 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.
- 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.

Desirable:

- Post graduate qualification or working towards

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of **Complex Care Practice Lead (P52834)** 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	Frequently
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	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	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
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	Frequently

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