

# Just the Job

## Information Sheet

**Job title: Case Manager**

### **Job description**

Case Managers provide specialist, end to end case management of prisoners including initial assessment, identification of prisoner needs, case planning and preparing prisoners for release.

Case Managers use a range of services and techniques such as motivational, interviewing, and working with external support groups and the prisoners' families. Prisoners are supported to take responsibility for completing activities aimed at addressing their rehabilitation and reintegration which leads to reducing the likelihood and seriousness of re-offending.

### **Qualifications required**

A background in rehabilitative services, allied health services, psychology, social work or related area is desirable. However, Case Managers can come from a variety of working backgrounds; from other roles within Corrections, other justice sector agencies or from disciplines such as social work. Case Managers need:

- The ability to make sound professional judgements.
- Effective relationship management and communication skills.
- Knowledge and experience in case management and/or rehabilitation and reintegration related disciplines and practices.
- Knowledge of the factors impacting on offender rehabilitation and reintegration, coupled with an understanding of specific prisoner groups (e.g. Māori, Pacific peoples, youth, women).
- Knowledge and experience working with Maori and Pacific Peoples and their families and communities is essential.

A Social Work qualification and registration is desirable.

### **Training costs**

Training is essential in developing case management and will be provided. Training will be offered online for self-paced learning, in workshops and/or through coaching. Managers advise their staff how specific parts of the training should be completed. All of the training builds overall skills and knowledge as well as capability in specific aspects of case management, for example offender plans.

### **Career path**

There are opportunities to progress to senior and principal case manager roles. Corrections also support secondment opportunities to promote staff development. Retention of staff skills and knowledge is important. When staff are ready for their next step, they are welcome to apply for any other roles in Corrections that appeal to them.

## **Salary range**

The starting salary is \$48,720 and staff can progress through competency based steps to the top level salary of \$60,900. From there staff can progress to Senior Case Manager and Principal Case Manager roles at a higher salary.

Additional benefits include:

- a focus and emphasis on professional support and training and development for frontline staff
- opportunities for secondment, special projects, and national office work.
- the chance to work for an organisation that is recognised as forward-thinking and innovative on the international Corrections stage (NZ is respected internationally and provides guidance and advice to other countries in terms of correctional issues and initiatives)
- Corrections staff also have access to some special banking and insurance discounts and can participate in KiwiSaver.

## **How to increase the chances of successfully entering this industry**

You need to be able to work effectively with people from all walks of life, and from different cultural and ethnic backgrounds. You need to be able to motivate people to help them improve their lives. That takes dedication, passion and integrity.

## **Other places to source information about this job**

<http://www.corrections.govt.nz>