

Role Description



Role title:	Classification:
Case Coordinator	OPS4
Division/Business unit:	Reports to:
Community and Aboriginal Partnerships / Youth Justice and Inclusion Support / Kurlana Tapa Youth Justice Centre	Manager, Assessment and Case Coordination

Role purpose:

The Case Coordinator is a role within Youth Justice and Inclusion Support and is accountable to the Manager, Assessment and Case Coordination, for:

- Providing quality through-care case management to young people in custody within the Kurlana Tapa Youth Justice Centre.
- Assessing, analysing, reporting and recording criminogenic trends, and developing individualised plans to respond to the specific needs of young people.
- Working collaboratively with young people and their families to strengthen child, adolescent and family functioning, and assist in the reinforcement of pro-social behaviour.

Key outcomes and accountabilities:

1. Undertake through-care case management services to meet the needs of young people and their families, and to support the improvement of wellbeing, resilience and pro-social behaviours.
2. Maintain an appropriate level of care, safety, supervision and support to young people in Kurlana Tapa.
3. Provide written and verbal reports to a range of stakeholders based on criminogenic analysis and develop case assessments that incorporate culturally appropriate goals and information where relevant.
4. Work collaboratively with internal and external stakeholders to refer young people to relevant services to assist in addressing offending behaviour/developing pro-social behaviour.
5. Demonstrate awareness of, and engage in learning about, Aboriginal cultural practices and linguistic diverse frameworks, and seek cultural consultation to promote culturally safe practice.
6. Coordinate and conduct regular case conferences and referrals for young people with all relevant stakeholders and provide programs that respond to assessed need.
7. Identify and implement case management practices which demonstrate improved pro-social outcomes.
8. Connect young people to appropriate services including formal and informal community networks.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Must have and maintain a 'suitable' psychological assessment status to be employed to work at Kurlana Tapa (or any other training centre established under the Youth Justice Administration Act 2016).
- Successful applicant will be required to hold a Department of Human Services (DHS) Working with Children Check (WWCC) prior to being employed and maintain a DHS WWCC during employment.
- Successful applicant will be required to provide evidence of completion of the Child Safe Environments for Children and Young People full day training course or evidence of enrolment.
- Intrastate and/or interstate travel, which may involve overnight absences, may be required.
- Some out of hours' work may be required.

Key Relationships/Interactions:

- Manager, Assessment and Case Coordination (line manager)
- Kurlana Tapa management and staff
- Youth Justice and Inclusion Support staff
- Co-located agencies at Kurlana Tapa
- Other government and non-government organisations

Budget/Delegations:

No budget or delegations accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct.
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Communication** – Demonstrated ability to communicate both verbally and in writing with staff, courts and other stakeholders and effectively engage with young people demonstrating complex and challenging behaviours.
2. **Case Management** – Proven expertise in case management, including undertaking suitable assessments, interventions and making appropriate referrals to support positive outcomes for young people and their families.

3. **Conflict Resolution** – Clarify situations, act impartially and use influence, negotiation and persuasion to effectively mediate conflict and devise workable solutions.
4. **Initiative and Problem Solving** – High-level problem-solving skills to build effective rapport with children, their families, and stakeholders by working in a flexible, resourceful and responsible manner, working both independently and collaboratively to implement sound solutions and achieve improved outcomes for families from diverse cultural backgrounds / Demonstrate ability to act with discretion to keep young people positively engaged and to resolve issues during activity delivery.
5. **Knowledge of Relevant Acts** – High level knowledge of legislative framework, in particular, the Youth Justice Administration Act 2016, Young Offenders Act 1993, Children’s Protection Act 1993, Criminal Law Consolidation Act 1935, Bail Act 1985, Summary Offences Act 1988, Family and Community Services Act 1972 and Correctional Services Act 1982.

Qualifications:

Desirable: Certificate IV in Youth Work, Community Services or other relevant areas or equivalent expertise gained from a combination of experience, training or professional accreditation.

Key leadership competencies and expected behaviours at this classification:**Supports and implements strategic direction**

- ☒ Understands the big picture and contributes to the development of strategic direction for the BU.
- ☒ Assumes ownership of team goals and business objectives.
- ☐ Works with a whole-of-government mindset and aligns objectives with organisational priorities.
- ☐ Look for opportunities to initiate continuous improvement. Communicates effectively in times of uncertainty.
- ☐ Identifies and analyses complex problems relating to the team's work objectives.

Achieves and monitors own results

- ☒ Delivers results and improvements to meet team objectives.
- ☐ Evaluates existing systems and resources, and identifies opportunities for development and improvement.
- ☐ Makes decisions and manages risks affecting the team and individual role, even in ambiguous situations.
- ☒ Abides by the laws, regulations and policies determining team and individual role activities.
- ☐ Holds self and others accountable for reaching team outcomes, and escalates issues where necessary.
- ☐ Monitors team/project performance and seeks feedback to guide improvements.
- ☒ Develops job-specific expertise and builds on the knowledge and skills of self and others to achieve objectives.

Enhances service delivery excellence

- ☒ Adds value to the BU by setting, reaching and encouraging high performance standards.
- ☐ Identifies and raises awareness of trends, potential problems and opportunities to meet the current and future needs of the business.
- ☐ Provides others with ongoing feedback and coaching for development.
- ☒ Identifies learning opportunities and encourages innovation and resourcefulness to meeting team performance standards.
- ☒ Embeds a strong customer service ethos by understanding needs.
- ☒ Effectively manages resources to meet competing and complex demands.

Cultivates productive working relationships

- ☐ Seeks to understand the perspectives of others and the implication in the wider public sector.
- ☒ Tailors approach to the audience or situation to ensure information is understood and key actions are agreed upon.
- ☒ Constructively manages and resolves conflict by identifying boundaries and appropriate workarounds.
- ☐ Genuinely values the input, expertise and experience of others; promotes information sharing to gain new insights and deliver outcomes.
- ☒ Engages in strategic relationships with internal and external stakeholders.
- ☒ Is sensitive towards diverse agendas, concerns, interests and views and can adapt approach accordingly.

Exhibits personal drive and professionalism

- ☒ Acts with integrity and promotes consistency among principles, organisational values and ethical behaviour.
- ☐ Displays belief in own strengths and abilities; challenges issues constructively and acknowledges mistakes.
- ☒ Adapts effectively to changing priorities and work demands, responding in a controlled manner.
- ☐ Self-evaluates performance, seeking feedback from others; recognises how behaviour impacts others.
- ☐ Promotes a culture that values respect and diversity within the team, and models this in all interactions.
- ☒ Ensures a focus on wellbeing and safety for self and others, and raises concerns where necessary.

Approval:**Assessed by:** Claudia Dalle-Nogare, HR Business Partner*CD-N*

Date: 23/10/2025

Approved by: Mellanie Fernandez, Director, Youth Justice and Inclusion Support*Mellanie Fernandez*

Date: 23/10/2025