



LIFE CHANGING

## Position Description Case Manager- ReConnect

<b>Position Title</b>	Case Manager - ReConnect	
<b>Unit</b>	Client Services, ReConnect	
<b>Position Objective</b>	<p>ReConnect is a voluntary support program for offenders being released from prison. It aims to help them reconnect with their community and access services.</p> <p>This position undertakes pre- and post-release planning and case management with complex clients.</p>	
<b>Job Classification</b>	Social, Community, Home Care and Disability Services Industry Award 2010, Level 5 Pay point depending on qualifications and experience	
<b>Location</b>	<p>Level 1, 116 Hardware Street, Melbourne VIC 3000</p> <p>Outreach involving state wide travel particularly in the Grampians and Barwon South West regions</p>	
<b>Reports To</b>	Program Leader - ReConnect	
<b>Direct Reports</b>	N/A	
<b>About VACRO</b>	<p>VACRO is a non-government, non-denominational organisation. It was founded in 1872 (as the Discharged Prisoners' Aid Society of Victoria) in the wake of the 1871 Royal Commission into Penal Establishments and Gaols which urged the establishment of a body to give assistance to discharged prisoners.</p>	
<b>Mission</b>	<p>VACRO works across the criminal justice system to create a safe and fair community, to respect and support individual and family dignity, and to make a positive contribution to the harm done by crime.</p> <p>We achieve this, as leaders and in partnership, through the development and delivery of programs that empower people impacted by the criminal justice system, supported by research, education and advocacy.</p>	
<b>Values</b>	<ul style="list-style-type: none"> <li>• We show <b>integrity</b> in our relationship with each other, our clients and the broader community.</li> <li>• We display <b>respect</b> by supporting our clients to achieve positive outcomes and lead meaningful lives.</li> <li>• We work towards <b>inclusion</b> for all stakeholders in the development of our programs.</li> <li>• We are <b>adaptable</b> to the conditions and opportunities that arise in our daily lives.</li> </ul>	
<b>Key Contacts</b>		
<b>Internal</b>	Program Leader- ReConnect Director Client Services Case Managers - ReConnect	<b>External</b> Corrections Victoria staff Prison based staff Clients who are offenders

<b>Key Result Areas</b>	<b>Tasks</b>	<b>Performance Indicators</b>
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>• In consultation with the client, develop a case plan including individualised goals which may relate to housing, leisure activities, social networks, conduct and other areas.</li> <li>• Implement the case plan by providing support to the client aimed at achieving their individualised goals.</li> <li>• Make referrals or assist the client to access appropriate services which may include material aid and other professional supports.</li> <li>• Review case plans and professional practice.</li> </ul>	<ul style="list-style-type: none"> <li>• Service planning and delivery is client centred, strengths based and solutions focused.</li> <li>• Service delivery aligns with the case plan.</li> <li>• Housing support is provided in accordance with Transitional Housing Management (THM) guidelines.</li> <li>• Case plans are reviewed in a timely manner.</li> </ul>
<b>Administration and Reporting</b>	<ul style="list-style-type: none"> <li>• Schedule time including client appointments and travel.</li> <li>• Record client data and case notes in a timely manner.</li> <li>• Record and report any incidents and issues.</li> </ul>	<ul style="list-style-type: none"> <li>• Services are delivered to clients in accordance with VACRO and Correction Victoria requirements.</li> <li>• Complete and accurate client data and case notes are maintained as current in accordance with VACRO and Corrections Victoria requirements.</li> <li>• All incidents and issues are reported in accordance with VACRO and Corrections Victoria requirements.</li> </ul>
<b>Stakeholder Relationships</b>	<ul style="list-style-type: none"> <li>• Liaise with staff from Corrections Victoria and prisons as well as other stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive working relationships with stakeholders are built and maintained.</li> <li>• Written client updates are provided to Corrections Victoria staff within 48 hours of meaningful contact.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Contribute to continuous improvement activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Allocated continuous improvement activities are actioned.</li> </ul>
<b>Expectations of all VACRO Staff</b>		
<ul style="list-style-type: none"> <li>• Take all reasonable care of your own personal safety and that of others in the workplace; contribute to the improvement of health and safety within the workplace; and comply with VACRO procedures and practices which support OH&amp;S.</li> <li>• Uphold VACRO's vision, mission and values.</li> <li>• Comply with VACRO Code of Conduct.</li> <li>• Provide safe and quality services - a priority for which you are responsible, accountable and supported by Board and management.</li> <li>• Operate within VACRO's formal delegations framework and in accordance with its policies and procedures.</li> <li>• Comply with legislative requirements relating to this position.</li> <li>• Participate in continuous quality improvement (CQI) activities including identifying opportunities and making improvements to systems, processes and programs.</li> <li>• Participate in VACRO meetings, regular supervision and professional development.</li> <li>• Represent and enhance VACRO's profile at stakeholder and network meetings.</li> <li>• Commitment to social justice and the rights of currently and formerly incarcerated people and</li> </ul>		

their families.

<b>Key Capabilities</b>	<b>Knowledge</b> <ul style="list-style-type: none"><li>• Tertiary qualification in Social Work, Psychology, Human Services or other relevant fields.</li><li>• Sound knowledge of the issues associated with individuals who are socially disadvantaged.</li><li>• Knowledge and understanding of the complex issues relating to offenders, ex-offenders and their families, including the impact of the incarceration of a family member.</li></ul> <b>Experience</b> <ul style="list-style-type: none"><li>• Direct service provision of information and support services within the justice system.</li><li>• Experience working with offenders that have come in contact with the criminal justice system.</li></ul> <b>Skills</b> <ul style="list-style-type: none"><li>• Well developed written and verbal communication skills.</li><li>• Ability to develop and manage case plans in consultation with complex clients.</li><li>• Strong organisational and record maintenance skills.</li><li>• Sound level of MS Office, database and internet skills.</li></ul> <b>Behaviours and Personal Attributes</b> <ul style="list-style-type: none"><li>• Able to work independently and collaboratively in a team environment.</li><li>• Organised and structured in approach.</li><li>• Well developed interpersonal skills.</li><li>• Flexible and adaptable to change.</li><li>• Empathetic and practical.</li><li>• A willingness to work within the Victorian Justice System with socially disadvantaged clients.</li></ul>
<b>Mandatory Requirements</b>	<ul style="list-style-type: none"><li>• Verification of personal identity, employment history and qualifications</li><li>• Satisfactory National Police Check</li><li>• Working with Children Check for Victoria</li><li>• Victorian Driver Licence</li></ul>

**Incumbent Declaration**

I have read this Position Description and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The Position Description is an indication of the duties and responsibilities that I am required to undertake. Additional or other duties and responsibilities may be allocated to me.
- Where training and support are required to fulfil these duties, or additional or other duties at a similar level of responsibility, these will be provided within the guidelines of the organisation.
- The Position Description will be reviewed at least annually in consultation with me.
- The Performance Indicators, where included in this document, are indicative. Performance Indicators will be set by my immediate supervisor in discussion with me, for each year (or another period) and my performance reviewed against those Performance Indicators.

**Name of Position Incumbent** \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_