



Staff position description

Case Manager – ReConnect

Position overview

Position title	Case Manager – ReConnect
Unit or program	Client Services, ReConnect
Position objective	<p>The ReConnect Program is part of the Corrections Victoria Reintegration Pathway and is a voluntary outreach program for people being released from prison. It aims to support them reintegrate into their community and access services by providing a tailored, responsive and flexible approach.</p> <p>This position undertakes pre and post-release planning and case management, with complex clients.</p>
Job classification	Social, Community, Home Care and Disability Services Industry Award 2010, Level 5 Pay point depending on qualifications and experience
Location	<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>
Reports to	Program Manager – ReConnect
Direct reports	N/A

About VACRO

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.

Vision	New beginnings, stronger communities.
Mission	To support new beginnings for clients of the correctional system and their families, and build safer and stronger communities.
Values	<ul style="list-style-type: none"> We show integrity in our relationship with each other, our clients and the broader community. We display respect by supporting our clients to achieve positive outcomes and lead meaningful lives. We work towards inclusion for all stakeholders in the development of our programs. We are adaptable to the conditions and opportunities that arise in our daily lives.

Key contacts (internal)

Program Manager – ReConnect
 Case Managers – ReConnect
 Support Coordinator – ReConnect
 Reintegration Coordinators

Key contacts (external)

Community Corrections staff
 Prison-based staff including custodial staff and Assessment and Transition Coordinators (ATCs)
 Other external support service staff based on a client's transitional needs i.e. housing and/or

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homelessness services, drug and alcohol treatment providers, General practitioners

Position details

Key result area	Task	Performance indicator
Service delivery	<ul style="list-style-type: none"> In consultation with the client, develop a transition plan encompassing areas such as housing, employment, alcohol and other drugs, mental health, leisure activities and social networks. Implement the transition plan by providing support to the client aimed at achieving their individualised goals Make referrals or assist the client to access appropriate services which may include material aid and other professional supports. Review transition plans and professional practice. 	<ul style="list-style-type: none"> Service planning and delivery is client-centred, strengths based and solutions focussed. Service delivery aligns with the transition plan. Transition plans are reviewed in accordance with VACRO and Corrections Victoria (CV) requirements.
Planning, administration and reporting	<ul style="list-style-type: none"> Schedule time to include client appointments, travel, administration and other responsibilities. Record client data and case notes in a timely manner. Report and record any incidents and issues. 	<ul style="list-style-type: none"> All responsibilities are effectively communicated in a timely manner. Complete and accurate client data and case notes are maintained as current in accordance with VACRO and CV requirements. All incidents and issues are reported in accordance with VACRO and CV requirements.
Stakeholder relationships	<ul style="list-style-type: none"> Liaise with staff from CV and prisons as well as other stakeholders. 	<ul style="list-style-type: none"> Positive working relationships with stakeholders are built and maintained.
Continuous improvement	<ul style="list-style-type: none"> Contribute to continuous improvement activities. 	<ul style="list-style-type: none"> Allocated continuous improvement activities are actioned.

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Expectations of all VACRO staff

- Uphold VACRO's Vision, Mission, Values and Code of Conduct.
- Comply with legislative requirements relating to this position, including taking all reasonable care of your own safety and that of others in the workplace; contributing to the improvement of health and safety within the workplace; and complying with VACRO procedures and practices which support occupational health and safety.
- Provide safe and quality services as a priority, for which you are responsible, accountable and supported by Board and management.
- Operate within VACRO's formal delegations framework and in accordance with its policies and procedures.
- Participate in continuous quality improvement (CQI) activities, including identifying opportunities and making improvements to systems, processes and programs.
- Participate in VACRO meetings, regular supervision and professional development.
- Represent and enhance VACRO's profile at stakeholder and network meetings, as designated by your Manager.
- Demonstrate commitment to social justice outcomes and help protect the rights of people impacted by the criminal justice system, and their families.

Key capabilities

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| Knowledge | <ul style="list-style-type: none">• Tertiary qualifications in Social Work, Psychology, Human Services or other relevant field.• Sound knowledge of the issues associated with individuals who are socially advantaged.• Knowledge and understanding of the complex issues relating to people who have been incarcerated and their families. |
| Experience | <ul style="list-style-type: none">• Experience working with complex clients particularly those who have been in contact with the criminal justice system. |
| Skills | <ul style="list-style-type: none">• Well-developed written and verbal communication skills.• Ability to develop and manage case plans in consultation with complex clients.• Strong organisational and record maintenance skills.• Sound level of MS Office, database and internet skills. |
| Behaviours and personal attributes | <ul style="list-style-type: none">• Ability to work independently and collaboratively in a team environment.• Organised and structured in approach.• Well-developed interpersonal skills.• Flexible and adaptable to change.• Empathetic and practical. |

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Mandatory requirements

- A willingness to work within the Victorian justice system with socially disadvantaged clients.
- Verification of personal identity, employment history and qualifications.
- Satisfactory National Police Check.
- Working with Children Check (Victoria).
- Victorian Driver Licence.

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, in discussion with my Manager.
- 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 regularly 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

Date

Signature