

Staff position description

Time To Work Engagement Officer

Position overview

Position title	Time To Work Engagement Officer
Unit or program	Development
Position objective	<p>The Time To Work Employment Service (TWES) Program assists Aboriginal and Torres Strait Islander people in prison to access employment support to better prepare them in finding employment post-release.</p> <p>This position works with Aboriginal and Torres Strait Islander people in prison in order to improve engagement with employment services post-release.</p>
Job classification	Social, Community, Home Care and Disability Services Industry Award 2010, Level 3 Pay point depending on qualifications and experience
Location	<p>Level 1, 116 Hardware Street, Melbourne VIC 3000</p> <p>Involves travel to identified Victorian prisons.</p>
Reports to	Manager Development
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)

Manager Development
Time To Work Liaison Officer
Project Officer – Development
Reintegration Coordinators - ReLink

Key contacts (external)

Prison-based staff including TWES staff, Aboriginal Liaison or Wellbeing Officers (ALOs or AWOs), custodial staff and Assessment and Transition Coordinators (ATCs).
DHS Centrelink
Employment support agencies

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Position details

Key result area	Task	Performance indicator
Service delivery	<ul style="list-style-type: none"> Gather information from participants about their employment-related needs. Support participants during appointments with DHS Centrelink and employment support agencies. 	<ul style="list-style-type: none"> Accurate and complete participant information is provided in accordance with VACRO and funding body requirements. Service delivery is client-centred, culturally competent and in accordance with VACRO and funding body requirements.
Administration and reporting	<ul style="list-style-type: none"> Liaise with the VACRO TWES Liaison Officer to schedule appointments with participants, DHS Centrelink and employment support agencies. Record participant data in a timely manner. Report and record any incidents and issues. 	<ul style="list-style-type: none"> All responsibilities are effectively completed in a timely manner. Complete and accurate participant data is recorded as current in accordance with VACRO and funding body requirements. All incidents and issues are reported in accordance with VACRO and funding body requirements.
Stakeholder relationships	<ul style="list-style-type: none"> Deliver a TWES introduction session in the prisons to participants and stakeholders. Liaise with prison-based staff and other stakeholders. 	<ul style="list-style-type: none"> TWES is effectively promoted in the prison. 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"> Agreed continuous improvement activities are actioned.

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.

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- 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

Knowledge

- Knowledge and understanding of the complex issues relating to Aboriginal and Torres Strait Islander people who have been in contact with the criminal justice system particularly those who have been incarcerated, and their families.
- Sound knowledge of the issues associated with individuals who are socially disadvantaged.

Experience

- Experience working with Aboriginal and Torres Strait Islander people is highly regarded.
- Experience working with complex clients particularly those who have been in contact with the criminal justice system.

Skills

- Well-developed interpersonal skills.
- Ability to engage participants and gather individual's stories.
- Ability to communicate client information using verbal or written methods.
- Organisational and record maintenance skills.

Behaviours and personal attributes

- Ability to work independently and collaboratively.
- Accuracy and attention to detail.
- Ability to meet deadlines.
- Flexible and adaptable to change.

Mandatory requirements

- Verification of personal identity, employment history and qualifications.
- Satisfactory National Police Check.
- Victorian Driver Licence.

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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