

# Staff position description

## Specialist Disability Case Manager – ReConnect

### Position overview

<b>Position title</b>	Specialist Disability Case Manager – ReConnect
<b>Unit or program</b>	Client Services, ReConnect
<b>Position objective</b>	<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 co-case manages with ReConnect Case Managers who are working with complex clients with a disability and supports engagement of the ReConnect Program with the NDIS and other disability stakeholders. The role contributes to the development of resources and training for ReConnect staff.</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 Manager – ReConnect
<b>Direct reports</b>	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.

<b>Vision</b>	New beginnings, stronger communities.
<b>Mission</b>	To support new beginnings for clients of the correctional system and their families, and build safer and stronger communities.
<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>

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### Key contacts (internal)

Program Manager – ReConnect  
Case Managers – ReConnect  
Staff Training and Development Officer

### Key contacts (external)

External disability services local to the Barwon South West and Grampians regions  
NDIS staff

### Position details

Key result area	Task	Performance indicator
<b>Service delivery</b>	<ul style="list-style-type: none"> <li>In consultation with the Participant and ReConnect Case Manager, develop a transition plan encompassing areas such as housing, employment, alcohol and other drugs, mental health, leisure activities and social networks, taking into consideration the need for supports to be responsive to the participant's cognitive functioning</li> <li>Make referrals or assist the participant to access appropriate services specific to supporting them with their disability.</li> <li>Provide peer support to ReConnect Case Managers that is participant specific and focuses on improving their capacity to work with individuals with a disability.</li> </ul>	<ul style="list-style-type: none"> <li>Service planning and delivery is aligned to respond to participant disability requirements.</li> <li>Disability service outcomes for participants are improved.</li> <li>ReConnect Case Managers can reflect on improved understanding of and response to participants with a disability.</li> </ul>
<b>Subject matter expertise</b>	<ul style="list-style-type: none"> <li>Liaise with the Staff Training and Development Officer as specialist disability subject matter expert on the development of a Guide and training program for ReConnect Case Managers in supporting complex clients with a disability.</li> <li>Co-facilitate staff training with the Staff Training and Development Officer.</li> </ul>	<ul style="list-style-type: none"> <li>The Guide and training program are well informed and enhanced by your specialist disability subject matter expertise.</li> <li>Staff training is delivered in collaboration with the Staff Training and Development Officer.</li> </ul>
<b>Stakeholder relationships</b>	<ul style="list-style-type: none"> <li>Liaise with staff from local disability services and NDIS on the creation of referral pathways for ReConnect participants.</li> </ul>	<ul style="list-style-type: none"> <li>Strong relationships and referral pathways are developed in the Grampians and Barwon South West regions.</li> </ul>

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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

#### Knowledge

- Tertiary qualification in Social Work, Psychology, Human Services or other relevant field.
- Sound knowledge of best practice approaches for working with individuals with a disability, particularly those with an acquired brain injury or intellectual disability
- Knowledge of the issues associated with individuals who are socially disadvantaged.
- Knowledge and understanding of the complex issues relating to people who have been in contact with the criminal justice system, particularly those who have been incarcerated and their families highly regarded.

#### Experience

- Case management experience with complex clients with a range of disabilities.
- Peer support, mentoring or coaching.
- Solid experience working with networks within the disability sector and NDIS.
- Training and facilitation skills are highly regarded.

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### Skills

- Well-developed written and verbal communication skills.
- Ability to develop and manage case plans in consultation with complex clients and other case managers.
- Strong organisational and record maintenance skills.
- Sound level of MS Office, database and internet skills.
- Ability to train and mentor staff around working with clients with a disability

### Behaviours and personal attributes

- Ability to work independently and collaboratively in a team environment.
- Organised and structured in approach.
- Flexible and adaptable to change.
- Empathetic and practical.
- A willingness to work within the Victorian justice system with socially disadvantaged clients.

### Mandatory requirements

- 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**