

Case Manager – ReConnect

About VACRO	VACRO is a non-government, non-denominational organisation. It was founded in 1872 (as the Discharged Prisoner's Aid Society of Victoria) in the wake of the 1871 Royal Commission into the Penal Establishments and Gaols, which urged the establishment of a body to give assistance to discharged prisoners.	
Mission	<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 reducing 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>	
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 work. 	
Position Title	Case Manager - ReConnect	
Position Objective	<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>	
Job Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Level 5, Pay Point dependent on experience and qualifications.	
Location	Based at Level 1, 116 Hardware Street Melbourne however, as the program services the Barwon South West and Grampians regions, substantial travel is required (car provided).	
Reporting Relationship	Program Leader - ReConnect	
Direct Reports	N/A	
Key contacts of the role	Program Leader - ReConnect; ReConnect team members; Corrections Vitoria staff; prison based staff; clients who are offenders.	
Key Result Area	Tasks	Performance Indicators
Service Delivery to Clients	<ul style="list-style-type: none"> • 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. • Implement the case 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 case plans and professional practice. 	<ul style="list-style-type: none"> • Service planning and delivery is client focused, strengths based and solutions focused. • Service delivery aligns with the case plan. • Housing support is provided in accordance with Transitional Housing Management (THM) guidelines. • Case plans are reviewed in a timely manner.

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<p>Administration and Reporting</p>	<ul style="list-style-type: none"> Record case notes in the VACRO database and Corrections Victoria data recording system. Record and report any incidents and issues. Schedule time to ensure service delivery is consistent with client needs. 	<ul style="list-style-type: none"> Complete and accurate case notes are maintained as current in accordance with VACRO and Corrections Victoria requirements. All incidents and issues are reported in accordance with VACRO and Corrections Victoria requirements. Services are delivered to clients in a timely way.
<p>Stakeholder Relationships</p>	<ul style="list-style-type: none"> Liaise with staff from Corrections Victoria and prisons as well as other stakeholders. 	<ul style="list-style-type: none"> Existing relationships with stakeholders are maintained. Written client updates are provided to Corrections Victoria staff within 48 hours of meaningful contact. All incidents are reported immediately or not more than 24 hours after occurrence.
<p>Key Capabilities required to perform the role</p>	<p>Knowledge</p> <ul style="list-style-type: none"> Tertiary qualification in Social Work, Psychology, Human Services or other relevant fields. Sound knowledge of the issues associated with individuals who are socially disadvantaged. 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. <p>Experience</p> <ul style="list-style-type: none"> Direct service provision of information and support services within the justice system. Experience working with offenders that have come in contact with the criminal justice system. <p>Skills</p> <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. A working knowledge of the Microsoft suite of products and databases. <p>Behaviours and Personal Attributes</p> <ul style="list-style-type: none"> Able 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. A willingness to work within the Victorian Justice System with socially disadvantaged clients. 	



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Expectations of all VACRO staff	
<ul style="list-style-type: none"> • Uphold VACRO's vision, mission and values and seek ways to add value. • Compliance with VACRO Code of Conduct. • Operate within VACRO's formal delegations framework • Adherence to VACRO's CQI policies and other related legislation requirements. • Comply with and provide active support of VACRO OHS policies, immediately reporting incidents and hazards to VACRO OHS representative or Management. • Ensure the profile of VACRO is enhanced through excellence in program development, communications and service provision. • Represent and enhance VACRO's profile at stakeholder and network meetings as required. • Participate in regular supervision and relevant training programs to enhance professional performance. • Attend and participate in all VACRO meetings as required. • Develop and maintain professional working relationships with colleagues. • Commitment to social justice and the rights of currently and formerly incarcerated people and their families. • Undertake all legal and reasonable tasks as directed by line manager or representative. 	
Conditions of Employment	<ul style="list-style-type: none"> • You need to disclose any pre-existing illness or injury that you know about which could reasonably be foreseen to be affected by the work duties described. Pursuant to s.82 (7) of the Accident Compensation Act, failure to disclose such a condition will mean that if employed, you will not be paid compensation for that condition. • Some flexible working arrangements can be provided in agreement with the CFO and the CEO. • Salary packaging is available. • Annual leave entitlement is 4 weeks per annum (pro rata). • Approved training and professional development will be funded by VACRO.
Offer of position will be subject to	<ul style="list-style-type: none"> • Satisfactory Police Criminal Records check • Driver's Licence • Verification of personal identity, work history and qualifications
Position Holder's signature _____	
Review date: August 2016	