



Case Manager - Community Support Program (CSP)

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	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. 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.
Values	<ul style="list-style-type: none"> • We show <i>integrity</i> in our relationship with each other, our clients and the broader community. • We display <i>respect</i> by supporting our clients to achieve positive outcomes and lead meaningful lives. • We work towards <i>inclusion</i> for all stakeholders in the development of our programs. • We are <i>adaptable</i> to the conditions and opportunities that arise in our daily work.
Position Title	Case Manager – Community Support Program (CSP)
Position Objective	To facilitate community reintegration of Detention Supervision Order (DSO) offenders according to the guidelines and structure set down by Corrections Victoria overseen by the Sex Offenders Management Branch (SOMB). Reintegration is achieved through the implementation of programs and initiatives to assist clients improve and enhance their personal, social and environmental circumstances in a supportive capacity with a view to achieving a safe and effective transition into the community.
Job Classification	Social, Community, Home Care and Disability Services Industry Award 2010 Level 5 or 6, Level and Pay Point dependent on qualifications and experience.
Location	Based at Level 1, 116 Hardware Street, Melbourne VIC 3000 but involving state wide travel.
Reporting Relationship	Program Leader - Community Support Program (CSP)
Direct Reports	NA
Key contacts of the role	Internal: Program Leader - CSP, Director Client Services, program staff. External: SOMB SCMs, DSO offenders.

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Key Result Area	Tasks	Performance Indicators
<p>Intensive individual case management</p>	<ul style="list-style-type: none"> • Provide specialised supervision for high risk DSO offenders subject to appropriate court dispositions • Assist in managing the risk of sexual re-offending for DSO offenders and consequently improve community safety. • Develop and implement a case plan that aims to facilitate DSO offenders' access to a range of supports and services which address their multifaceted needs. • Facilitate procedural matters in relation to accommodation for DSO offenders as well as assisting them to maintain their accommodation. • Facilitate the transition of DSO offenders from residential facilities to independent community residences. • Conduct home visits both within the community and transitional facilities. • Refer DSO offenders to other community organisations for material aid and other professional supports. • Refer DSO offenders to culturally specific services. • Provide targeted advocacy. • Assess and provide development for DSO offenders to enhance their self maintenance skills in areas such as budgeting, personal hygiene, cooking and cleaning. • Support DSO offenders to pursue appropriate leisure activities and develop appropriate social networks, and conduct to community standards. • Assist DSO offenders to maintain a healthy lifestyle including emotional and mental health. • Assist DSO offenders to access employment and training opportunities. • Provide transportation of DSO offenders as required by SOMB. • Review case plans and professional practice. 	<ul style="list-style-type: none"> • Specialised supervision is provided for high risk DSO offenders subject to appropriate court dispositions. • Service planning and delivery is pro-active, practical, client focused, strengths based and solutions focused. • Service delivery aligns with the case plan. • Case plans are reviewed in a timely manner.
<p>Development and delivery of group programs</p>	<ul style="list-style-type: none"> • Coordinate the needs assessment, design, development and delivery of tailored group programs. 	<ul style="list-style-type: none"> • Program delivery meets the specified requirements. • Participant materials, facilitation guides and reports required are documented and provided to stakeholders as required.

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Key Result Area	Tasks	Performance Indicators
Administration and Reporting	<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.
Stakeholder Relationships	<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.
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 		



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Key Capabilities required to perform the role	<p>Knowledge</p> <ul style="list-style-type: none"> • Tertiary qualification in Social Work, Psychology, Human Services or other relevant field. • 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. <p>Skills</p> <ul style="list-style-type: none"> • Well developed written and verbal communication skills. • Ability to facilitate group information sessions. • 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 within 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.
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. • Flexible working arrangements can be provided in agreement with your line manager and CEO. • Salary packaging is available. • Annual leave entitlement is 4 weeks per annum. • Approved training and professional development will be funded by VACRO.
Offer of position will be subject to	<ul style="list-style-type: none"> • A Victorian Police Records check • Verification of personal identity, work history and qualifications • Drivers licence
<p>Position Holder's signature _____</p> <p>Manager's signature _____</p> <p>Authorised by: Carol Nikakis, CEO _____</p> <p>Reviewed by: Sue Ackerly, Director, People and Culture _____</p> <p>Review date: February 2017</p>	