



# Staff position description

## Family Visits Support Worker

### Position overview

<b>Position title</b>	Family Visits Support Worker
<b>Unit or program</b>	Client Services, Family Visits
<b>Position objective</b>	<p>The Family Visits Program aims to support women in prison and their families to cultivate positive, pro-social relationships in order to improve reintegration outcomes post-release through targeted weekly visits.</p> <p>This role delivers the Family Visits Program for women and their families, including children, and supports pro-social relationships through digital video sessions.</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>Involves travel to Victorian female prisons.</p>
<b>Reports to</b>	Family Visits Program Manager
<b>Direct reports</b>	N/A

### About VACRO

VACRO is a non-government, non-denominational organisation working with people in contact with the justice system and their families. Founded in 1872 (as the Discharged Prisoners' Aid Society of Victoria), VACRO works closely with government and non-profit organisations.

<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>

### Key contacts (internal)

Family Visits Program Manager  
Client Services Manager  
Parent and Family Counsellors

### Key contacts (external)

Corrections Victoria staff  
Prison based family services  
DHHS Child Protection  
Women in prison  
Family members of prisoners

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### Position details

Key result area	Task	Performance indicator
<b>Service delivery</b>	<ul style="list-style-type: none"> <li>Undertake assessments with women in prison and gather relevant information including any IVO and Child Protection Order details.</li> <li>Conduct telephone intake assessments with family members.</li> <li>Assist with logistics of booking visits</li> <li>Provide technical assistance to families/carers to support visits.</li> <li>Undertake pre-release schedule planning with women in prison to achieve client driven goals.</li> <li>Provide information and socio-emotional support to family members to assist them to prepare for a video visit.</li> <li>Provide post-visit telephone socio-emotional support to families.</li> <li>Liaise with relevant Corrections Victoria staff and family support staff.</li> </ul>	<ul style="list-style-type: none"> <li>Referrals and client assessments are responded to in a timely manner.</li> <li>Effective liaison with DHHS occurs.</li> <li>Family support requirements are identified.</li> <li>Women in prison receive appropriate support pre- and post-visit.</li> <li>Family members receive appropriate telephone support pre- and post-visit.</li> <li>Where appropriate, attend video visit session with family.</li> <li>Family Visits is integrated with existing family support programs in the prison.</li> <li>Women are supported to progress the skill learning from existing family support programs in the prison.</li> </ul>
<b>Administration and reporting</b>	<ul style="list-style-type: none"> <li>Respond to events and communications such as referrals and emails in a timely manner.</li> <li>Record and maintain data and file notes in a timely manner.</li> <li>Record and report any incidents and issues.</li> </ul>	<ul style="list-style-type: none"> <li>Responses and recording of data is in accordance with VACRO and CV requirements.</li> <li>All incidents and issues are reported in accordance with VACRO and CV requirements.</li> </ul>
<b>Stakeholder relationships</b>	<ul style="list-style-type: none"> <li>Develop and maintain positive working relationships with prison staff, Child Protection staff and other stakeholders.</li> <li>Promote the Family Visits Program at the prison.</li> </ul>	<ul style="list-style-type: none"> <li>Positive working relationships with stakeholders are built and maintained.</li> <li>The Family Visits Program is promoted effectively.</li> </ul>

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<b>Continuous improvement</b>	<ul style="list-style-type: none"><li>• Contribute to continuous improvement activities.</li></ul>	<ul style="list-style-type: none"><li>• Allocated continuous improvement activities are actioned.</li></ul>
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### Expectations of all VACRO staff

- Uphold VACRO's Vision, Mission, Values and Code of Conduct.
- Demonstrate commitment to people impacted by the criminal justice system and their families.
- 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.

### Key capabilities

#### Knowledge

- Tertiary qualification in Social Work, Psychology, Welfare, Justice or other relevant field.
- Sound knowledge of the issues associated with individuals who are socially disadvantaged.
- Understanding of the issues associated with individuals within the criminal justice system.
- Knowledge of family systems and trauma informed care approaches.
- Knowledge of the Victorian justice system is desirable.

#### Experience

- Experience working with families who are vulnerable and at risk.
- Experience working with complex clients particularly those who have been in contact with the criminal justice system and their families is highly regarded.
- Experience supporting complex clients, e.g. ABI, homelessness, mental health issues, AOD, addictive behaviours.
- Experience using IT and troubleshooting issues in day to day work operations.

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### Skills

- Highly developed interpersonal skills and ability to build good working relationships with colleagues, clients and stakeholders.
- Well-developed written and verbal communication skills.
- Ability to assess complex client needs.
- Sound organisational and time management skills.
- Sound level of MS Office, database and internet skills.

### Behaviours and personal attributes

- Confidence to learn and explain how to connect to and use video conferencing systems.
- Ability to work independently and collaboratively in a team environment.
- A willingness to work within the Victorian justice system with socially disadvantaged clients
- Focus on achieving positive client outcomes.
- Flexible and adaptable to change.
- Empathetic and practical.

### 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**

**Signature**

**Date**