



Staff position description

Family Visits Program Manager

Position overview

Position title	Family Visits Program Manager
Unit or program	Client Services, Family Visits
Position objective	<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. To lead the delivery of the Family Visits Program by working collaboratively with the Family Visits team; mentoring and providing supervision to VACRO program staff working within Victorian prisons; analysing data and work practices; and designing and implementing operations strategies so that Corrections Victoria contract Key Performance Indicators (KPIs) and other quality measures are achieved and maintained.</p> <p>This leadership role involves maintaining positive working relationships with staff and stakeholders, monitoring the collection of accurate data in a timely manner and providing a focus on program continuous improvement.</p>
Job classification	Social, Community, Home Care and Disability Services Industry Award 2010, Level 6 Pay point depending on qualifications and experience
Location	Level 1, 116 Hardware Street, Melbourne VIC 3000 Involves travel to Victorian female prisons.
Reports to	Client Services Manager
Direct reports	Family Visits Support Worker

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.

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)

Client Services Manager
Direct reports
Program Managers

Key contacts (external)

Corrections Victoria Transition Reintegration Unit
Prison-based management staff
Prison based family services
DHHS Child Protection

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Parent and Family Counsellors
Staff in Development, Corporate Services

Women in prison
Family members of prisoners

Position details

Key result area	Task	Performance indicator
Program implementation and delivery	<ul style="list-style-type: none"> Develop processes and documents contextualised for each prison location to support program implementation and delivery. Engage in activities to promote awareness and communicate about the Family Visits Program and other family programs to prison based staff and prisoners. Allocate clients to staff in consideration of risk assessment and client load. Develop communication processes by liaison with the Department of Health and Human Services (DHHS) and Corrections Victoria (CV). Monitor and evaluate submitted data and program delivery against the KPIs and other quality measures. 	<ul style="list-style-type: none"> Take up volumes for the Family Visits Program are achieved at each prison location using program implementation activities as agreed with your Manager. Effective communication processes are documented as agreed with DHHS and CV. An appropriate client load is allocated to staff. Data and program outcomes are achieved in accordance with VACRO and funding body requirements.
Service delivery	<ul style="list-style-type: none"> Undertake assessments with women in prison and gather relevant information including IVO and Child Protection Order details. Undertake phone intake assessments with family members. Assist with logistics of booking visits Provide technical assistance to families/carers to support visits. Undertake pre-release schedule planning with women in prison to achieve client driven goals. Provide information and socio-emotional support to family members to assist them to prepare for a video visit. Develop a range of child friendly activities/strategies appropriate for the digital medium. Provide post-visit telephone socio- 	<ul style="list-style-type: none"> Referrals and client assessments are responded to in a timely manner. Effective liaison with DHHS occurs. Family support requirements are identified. Family members receive appropriate telephone support pre- and post-visit. Women in prison receive appropriate pre- and post-visit support. Where appropriate, attend video visit session. The Family Visits Program is integrated with existing family support programs in the prison. Women are supported to progress the skill learning from

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	<p>emotional support to family members.</p> <ul style="list-style-type: none"> • Provide pre- and post-visit socio-emotional support to women in prison. • Liaise with relevant Corrections Victoria staff and family support staff. 	<p>existing family support programs in the prison.</p>
Research, analysis and interpretation	<ul style="list-style-type: none"> • Establish data collection under guidance of Strategic Research & Evaluation Designer. • Collect and analyse data, processes and work practices to identify areas of success and weakness as well as their causes. • Monitor and evaluate program delivery and data against the KPIs and other quality measures. 	<ul style="list-style-type: none"> • In-depth research and analysis identifies areas of success and weakness as well as their causes in accordance with VACRO and funding body requirements including contractual KPIs.
Strategy and project design, and implementation	<ul style="list-style-type: none"> • Develop strategies that address current and potential issues in meeting KPIs and other quality measures while promoting quality program delivery, and staff motivation and connectedness. • Analyse the pros and cons of strategies in collaboration with key stakeholders. • Plan, coordinate, implement and monitor strategies and projects. 	<ul style="list-style-type: none"> • Agreed strategies are implemented in a timely manner. • Projects are completed in accordance with the agreed Project Plan. • The Family Visits Program effectively achieves and maintains KPIs and other quality measures.
Evaluation and continuous improvement	<ul style="list-style-type: none"> • Evaluate the outcomes of implemented strategies and projects. • Identify and report continuous improvement activities. • Develop and review manuals, documents and tools. • Support internal evaluation of the Family Visits Program and contribute to external audits. 	<ul style="list-style-type: none"> • Strategies and projects are monitored and evaluated in a timely manner. • Opportunities for continuous improvement are reported in a timely manner and implemented as agreed with your Manager. • Active contribution to internal evaluation and external audits.

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Management of Program staff	<ul style="list-style-type: none"> • Monitor staff performance, motivation and engagement. • Conduct operational supervision with staff on a monthly basis. • Undertake Performance Planning, Development and Review (PPDR). • Back fill staff as needed. 	<ul style="list-style-type: none"> • Staff performance is monitored against VACRO and funding body requirements. • Staff receive practical and timely support and feedback on their practice and feel engaged. • PPDR is undertaken with staff in a positive and timely manner.
Stakeholder relationship management	<ul style="list-style-type: none"> • Develop and maintain positive working relationships with Corrections Victoria staff, Child Protection staff, prison staff and other stakeholders. • Identify and address day-to-day matters impacting staff. • Develop and regularly review activities to promote the Family Video Visits Program. 	<ul style="list-style-type: none"> • Positive working relationships with stakeholders are developed and maintained. • Day-to-day matters are addressed in an effective and timely manner. • Effective program promotion is undertaken in a timely manner.
Program reporting	<ul style="list-style-type: none"> • Review and monitor data collected by staff and follow up if required. • Record and compile data. • Write quarterly and annual reports. • Together with your Manager, attend quarterly review meetings with Corrections Victoria. 	<ul style="list-style-type: none"> • Complete and accurate data is available and reports are written in accordance with VACRO and funding body requirements.

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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.
- 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.
- Knowledge of family systems and trauma informed care approaches.

Experience

- Experience working with families who are vulnerable and at risk.
- Significant experience working with complex clients particularly those who have been in contact with the criminal justice system and their families is highly regarded.
- 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.
- Demonstrated experience supporting program staff working with complex clients particularly those who have been in contact with the criminal justice system and their families.
- Demonstrated experience in supervising, mentoring and engaging with staff.

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- Demonstrated experience in debriefing staff in challenging situations.
- Demonstrated experience in developing, documenting and communicating processes and service delivery practices involving effective consultation with key stakeholders.
- Demonstrated experience in problem solving and implementing solutions with staff.
- Demonstrated ability to develop partnerships with a range of stakeholders that have led to service development and better outcomes for clients.

Skills

- Highly developed interpersonal skills to resolve organisational issues, negotiate and build good working relationships with colleagues, clients and stakeholders.
- Well-developed written communication skills.
- Strong organisational and record maintenance skills.
- Effective 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.
- 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.

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- 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