

Case Manager- ReConnect Program



New Beginnings,
Stronger Communities

Note: Vacro promotes equitable and inclusive recruitment practices to support the attraction and retention of a diverse workforce.

Position title	Case Manager ReConnect Program.
Unit or program	ReConnect Program.
Position objective	The ReConnect Program forms part of the Corrections Victoria Reintegration Pathway and is a voluntary outreach service supporting participants transitioning from men's prisons throughout Victoria and reintegrating back into the community. The program aims to facilitate successful reintegration by enabling participants to access appropriate services and supports through a tailored, responsive and flexible service model, guided by Vacro's Reintegration Practice Framework, which emphasises relational, strengths-based and desistance-informed practice. This position delivers targeted, intensive outreach support, incorporating both pre-release planning and post-release case management. Participants commence engagement up to eight weeks prior to release, with the Case Manager establishing a working relationship while the participant remains in custody, and meeting participants on the day of release to ensure continuity of care during the critical transition period. Following release, participants are supported for up to nine months, with a focus on successful reintegration, strengthening community connections, and progressing individual goals. Consistent with the Reintegration Practice Framework, the role prioritises building meaningful relationships, supporting participants to develop prosocial pathways, and addressing barriers to inclusion within the community. The position requires highly developed interpersonal and intrapersonal skills to effectively engage individuals with complex and entrenched behaviours across a range of settings, underpinned by a commitment to empathy, active listening, and non-judgemental engagement, within a trauma-informed and person-centred practice framework.
Job classification	Social, Community, Home Care and Disability Services Industry Award 2010, Level 5 pay point depending on qualifications and experience.
Location	Outreach based, operating across three regions in Western Victoria including:

- The Grampians
- Barwon Southwest
- Loddon Mallee

Working from Home
Occasionally based at Vacro head office- Level 1, 116 Hardware Street, Melbourne VIC 3000.

Reports to	ReConnect Senior Coordinator.
Direct reports	Nil
FTE	1.0
Key internal contacts	Executive Director of Programs, ReConnect Program Manager, ReConnect Senior Reintegration Coordinators, ReConnect Case Managers, Programs staff, Specialist Disability Practitioner and Educator & Specialist Housing Coordinator
Key external contacts	Community Correctional Services staff, Prison based staff including custodial staff and Assessment and Transition Coordinators (ATCs), Other external support service staff based on a participant's transitional needs i.e. housing and/or homelessness services, NDIS, area mental health services, drug and alcohol treatment providers, General Practitioners and Aboriginal Community Controlled Organisations.

About Vacro

Vacro is an independent non-profit organisation working with people caught in the criminal justice system and their families. Founded in 1872, we are Victoria's oldest and only specialised criminal justice reintegration service. We provide reintegration, family, and employment support that enables people to create new beginnings for themselves and their families.

Vacro is committed to ensuring that diversity and inclusion are at the core of our organisation and the way we work. We believe that our team members are our greatest asset. By supporting diversity, inclusion and respect, we create a workplace where everyone feels valued and empowered to bring their full selves to work.

We value the expertise of people from a wide range of backgrounds. Because of the work we do, we especially value the expertise of First Nations people, people with lived experience of the criminal justice system people of diverse sexualities and gender identities. We welcome applications for a wide range of candidates, including people with a criminal record. (We do not discriminate based on a person's criminal record, however in some circumstances, contractual or legislative obligations may limit a person's eligibility for certain roles. We are happy to have a confidential discussion about how these requirements may affect a candidate).

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

- **Dignity & Humanity** – We stand alongside our participants and each other, always recognising and respecting their value, dignity and humanity
- **Empowerment** – We empower people to continually grow, lead, and expand their possibilities.
- **Aspiration** – We support people to seize opportunities, for futures imagined, reclaimed, or redefined.
- **Meaningful change** – We challenge injustice and advocate for both systemic and personal change, approaching this work with courage and respect.

Key responsibilities

Key result area	Task	Performance indicator
Service Delivery	• In consultation with the participant during the pre-release phase, develop a transition plan encompassing areas such as housing, employment, alcohol and other drugs, mental health, leisure activities and social networks. • Implement the transition plan by providing support to the participant aimed at achieving their individualised goals. • During the post-release phase, meet the participant on their day of release and continue to engage with them in the community for up to nine months. • Make referrals or assist the participant to access appropriate services which may include material aid and other professional supports. • Review transition plans and professional practice.	• Service planning and delivery aligns with Vacro's Reintegration Framework and other practice frameworks (strengths-based, family inclusive, person centred, trauma informed). • Service delivery aligns with the transition plan. • Transition plans are reviewed in accordance with Vacro and Corrections Victoria (CV) requirements.
Planning, Administration & Reporting	• Schedule time to include participant appointments, travel, administration and other responsibilities. • Arrange and Chair case conferences with the participant, community support services and/or family members to	• All responsibilities are effectively completed in a timely manner. • Service planning and delivery aligns with Vacro's Reintegration Framework and other practice frameworks (strengths-based,

	review progress against the transition plan. - Record participant data and case notes in a timely manner on databases. - Report and record any incidents and issues. Identifying any known risks and communicating these with other stakeholders involved in the participant's care team.	family inclusive, person centred, trauma informed). - Complete and accurate participant data and case notes are maintained as current in accordance with Vacro and CV requirements. - All incidents and issues are reported in accordance with Vacro and CV requirements.
Stakeholder Relationships	- Liaise with government agencies such as Community Corrections Services, Prison Services, DFFH, MACNI and Victoria Police. - Liaise with internal specialists in Vacro such as the Disability Support and Educator Specialist, Family Violence Specialist, Specialist Housing Coordinator. - Liaise with external stakeholders and make referrals to services such as Dual Diagnosis services, Community Housing providers, Homelessness Access Points, NDIS providers, Drug and Alcohol services, and Aboriginal Community Controlled Organisations.	Positive working relationships with stakeholders are built and maintained.
Continuous Improvement	Contribute to continuous improvement activities.	Allocated continuous improvement activities are actioned.

Key capabilities

Knowledge

- Tertiary qualification in Social Work, Psychology, Criminology, Human Services or other relevant field.
- Sound knowledge of the issues associated with individuals who are experiencing socially disadvantage.
- 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.

Experience	• Experience working with participants facing complex barriers, particularly those who have been in contact with the criminal justice system.
Skills	• Well-developed written and verbal communication skills. • Ability to develop and manage case plans in consultation with participants. • Strong organisational and record maintenance skills. • Sound level of MS Office (including Teams), database and internet skills.
Behaviours and personal attributes	• Ability 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 participants.
Mandatory requirements	• Verification of personal identity, employment history and qualifications. • Satisfactory National Police Check and Working with Children Check (if a requirement of the position). • Current Victorian Driver Licence.

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 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.
- If it becomes an inherent requirement of the position in future, you will be required to show evidence that you are up to date with pandemic vaccination, and maintain up-to-date vaccination status, as defined by the Australian Technical Advisory Group on Immunisation (ATAGI). Up to-date

vaccination status is defined by the number and timing of appropriate vaccine doses recommended for and received by an individual, according to their age and other factors.

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 incumbent

Signature

Date
