

Arc Intake, Assessment & Referral Coordinator

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



New Beginnings,
Stronger Communities

Position overview

Position title	Arc Intake, Assessment & Referral Coordinator
Unit or program	Programs
Position objective	Arc is an ambitious program supporting participants to create a new narrative for their life and move away from patterns of offending and homelessness. Arc provides an innovative, intensive case management program for men and women leaving custody, commencing three-months before their release and continuing for two years in the community. Alongside case management, Arc includes access to a team of specialists; First Nations, disability, family violence and mental health experts alongside stable housing managed by community housing providers (CHPs). This key role for Arc involves the management of all new referrals, undertaking comprehensive initial assessments with men and women in prison and coordinating appropriate and timely referrals in consultation with the wider Arc team. The role ensures individuals accessing Arc receive a responsive, person-centred, and trauma-informed first point of contact. Given Arc's strong focus on outcomes, the position also plays a key role in program development and improvement. Responsibilities include guiding the collection and analysis of relevant data to inform program effectiveness and identifying opportunities for improvement, while contributing to Vacro's broader continuous improvement framework.
Job classification	Social, Community, Home Care and Disability Services Industry Award 2010, Level 5 pay point depending on qualifications and experience.
Location	Level 1, 116 Hardware Street, Melbourne VIC 3000
Reports to	Arc Senior Reintegration Coordinator
Direct reports	Nil
FTE	1.0
Key internal contacts	Executive Director of Programs, Arc Program Manager, Arc Senior Reintegration Coordinators, Arc Housing Coordinator, Arc Case Managers, Arc Mental Health Practice Development Lead, Programs staff.
Key external contacts	Corrections Victoria, Community Housing Providers, Department of Families, Fairness and Housing, Homes Victoria, Tenants Victoria.

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
Referral Intake and Registration	• Receive and acknowledge referrals from prisons, • Check that referrals contain required information, consent forms, and supporting documents. • Enter referrals into the client management system and	• Referrals acknowledged within 2 business days. • Referrals entered accurately into the database.

	maintain an up-to-date intake register.	
Eligibility Screening and Triage	• Review referrals against program eligibility criteria. • Assess urgency and prioritise clients based on housing risk, disability, and complexity. • Communicate acceptance, waitlisting, or decline decisions to referrers.	• Referrals screened within 5 business days. • Priority ratings documented for all referrals. • Clear outcome communicated for all referrals.
Initial Assessment	• Conduct Arc Initial Assessments with people referred to the program. • Assessments may be conducted online or in-person at prison locations across Victoria.	• All assessments completed in full, with no missing information
Risk Assessment and Escalation	• Identify and document risks such as homelessness, suicide, family violence, cognitive impairment, and risk of reoffending. • Escalate urgent concerns to management and relevant services.	• High-risk issues escalated on the same day. • Risk assessments completed for all accepted referrals. • Compliance with organisational risk procedures.
Referral Coordination and Allocation	• Match clients to appropriate Arc case managers and specialist services. • Complete warm referrals and handovers to internal and external providers.	• Accepted clients allocated within 5 business days of assessment. • Referral acceptance rate by partner services tracked and monitored. • Successful handover documented for all allocations.
Waitlist and Demand Management	• Monitor service capacity and maintain waitlists. • Review referrals regularly and reprioritise as circumstances change. • Redirect ineligible referrals to alternative supports.	• Waitlist reviewed at least weekly. • Inactive referrals reviewed and closed appropriately. • Average waiting times reported monthly.
Stakeholder Engagement and Partnerships	• Maintain relationships with corrections, housing, disability, and health providers. • Provide information about program eligibility and referral pathways.	• Positive feedback from staff and external agencies. • Attendance at relevant meetings.

	• Participate in case conferences and service meetings. • Provide a welcoming, culturally safe, and trauma-informed first point of contact. • Communicate clearly with participants about available supports and next steps • Advocate for clients where barriers to access are identified	• Increased quality and appropriateness of referrals over time. • Timely responses to consultation requests. • Improved referral quality.
Documentation & Administration	• Maintain accurate and timely client records in line with organisational systems. • Ensure compliance with privacy, confidentiality, and data management standards. • Contribute to reporting requirements, including intake metrics and outcome tracking.	• Files meet documentation standards. • No significant privacy breaches. • Audit results demonstrate compliance.
Quality Improvement	• Review and improve intake tools, templates, and processes. • Participate in program evaluation and contribute to service development initiatives.	• At least two process improvements implemented annually. • Audit recommendations addressed within agreed timeframes.

Key capabilities

Knowledge

- Relevant tertiary qualification (preferred but not essential depending on experience)
- Knowledge of trauma-informed practice, culturally safe and person-centred approaches.
- Knowledge and understanding of the complex issues relating to individuals who have been in contact with the criminal justice system, particularly those who have been incarcerated, is highly regarded.

Experience

- Demonstrated experience in intake, assessment, triage, or client screening within community services, health, or human services settings.
- Experience coordinating referrals and collaborating with internal teams and external service providers to support participant support pathways
- Demonstrated experience in developing and managing relationships with internal and external stakeholders.
- Working with participants who experience complex barriers in their lives is highly regarded.

Skills	• Highly developed interpersonal and communication skills • Ability to work effectively within a multidisciplinary team. • Strong organisational skills and attention to detail in documentation. • Sound level of MS Office, database and related IT skills.
Behaviours and personal attributes	• Ability to work independently and as part of a team. • A resourceful, resilient and solution focused approach to problem solving. • Willingness to travel to prison locations across Victoria • Organised and structured in approach. • Ability to meet deadlines. • Flexible and adaptable to change direction rapidly. • Committed to trauma-informed, culturally safe, and strengths-based practice • Empathetic, ethical, and aligned with values of social justice and reintegration. • Willingness to work with individuals experiencing systemic disadvantage within justice contexts.
Mandatory requirements	• Verification of personal identity, employment history and qualifications. • Satisfactory National Police Check (if a requirement of the position). • Working with Children Check Victoria (if a requirement of the position). • 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 delegation 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
