

Second Chance Jobs Case Manager

Note: 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	Second Chance Jobs Case Manager
Unit or program	Second Chance Jobs
Position objective	The Second Chance Jobs (SCJ) program connects people who have had a period of custody with an employer who believes in second chances. The program provides tailored case management, job readiness coaching, and ongoing post-placement support to help participants secure and sustain meaningful employment. SCJ supports non-resident people who have served prison sentences and have been released into the community following the High Court's NZYQ ruling in late 2023. This cohort receive co-support through the Department's Status Resolution Support Services (SRSS), which has long provided support to people released from immigration detention. This position provides community-based program delivery, involving the provision of strength-based, continuous employment case management and support to individuals, with the goal of enhancing their skills, well-being, and prospects for long-term employment and community engagement. Case management will include: undertaking participant assessments, delivery and assessment of the Job Readiness modules, case planning and management with a focus on employment, undertaking co-case management with the SRSS.
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 Outreach in Metropolitan Melbourne
FTE	0.8
Reports to	Second Chance Programs Manager
Direct reports	N/A
Key internal contacts	SCJ colleagues, other Vacro program staff.
Key external contact	SRSS staff, Employer Partners and other employers, other external support service staff based on a participant's needs

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 participants 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	• Undertake initial referral assessment to determine applicants' eligibility and suitability for the SCJ Program. • Facilitate and assess the Job Readiness modules on a group and individual basis. • Undertake participant support activities such as career counselling, job matching and coordinating job interviews.	• Service planning and delivery is aligned with Vacro's Practice Framework: Person- centred, Trauma informed and Family Inclusive. • Service delivery aligns with the transition plan. • EEPs are implemented in accordance with Vacro requirements.

	• Conduct participant assessment with a focus on employment and associated needs. • In consultation with the participant implement the Employment Engagement Plan (EEP) aimed at supporting the participant to commence and retain employment. • In consultation with the participant, liaise with SRSS staff to design a co-case management plan. • Provide in-person case management support to participants, including visits to their workplaces where required. • Make referrals or assist the participant to access appropriate services which may include material aid and a range of professional supports.	
Planning, Administration and Reporting	• Schedule time to include participant appointments, travel, administration, and other responsibilities. • Record participant data and case notes in a timely manner. • Record and report any incidents and issues.	• All responsibilities are effectively completed in a timely manner. • Complete and accurate participant data and case notes are maintained as current in accordance with Vacro and SRSS requirements. • All incidents and issues are reported in accordance with Vacro and the SRSS requirements.
Stakeholder Relationships	• Develop and maintain positive working relationships with the SRSS staff, migrant and refugee services, and other stakeholders. • Build and maintain strong relationships with SCJ employers. • Support the Manager to coach key staff members at each SCJ employer to prepare them for hosting SCJ participants. • Support employers with commencement and retention of SCJ participants, including risk management strategies and ongoing advice and consultations.	• Positive working relationships with stakeholders are developed and maintained. • Appropriate support is provided to employers in a timely manner. • Day-to-day matters are addressed in an effective and timely manner.

	• Identify and address day-to-day matters impacting staff. • Engage in activities to promote the Program.	
Program Reporting	• Contribute to the recording and compiling of data. • Contribute to program reporting.	• Data is provided in a timely manner on request of management. • Actively engages in reporting as required by management.

Key capabilities

Knowledge

- Tertiary qualification in Social Work, Psychology, Welfare, 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 people who have been in contact with the criminal justice system, particularly those who have been incarcerated and their families.
- Knowledge and understanding of the complex issues relating to people with barriers to employment.

Experience

- Solid experience in person-centred case management when working with clients who face disadvantage, and preferably including disadvantage related to obtaining and retaining employment and contact with the criminal justice system.
- Motivational interviewing and participant needs assessment skills.
- Experience supporting clients into and sustaining employment preferred.
- Experience guiding employers to support disadvantaged employees in the workplace preferred.

Skills

- Well-developed written and verbal communication skills.
- Ability to develop and manage case plans in consultation with disadvantaged clients.
- Strong organisational and record maintenance skills.
- Sound level of MS Office, 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 clients.

Mandatory requirements

- Verification of personal identity, employment history and qualifications.
- Victorian Driver Licence.
- Working With Children Check.

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
