

ReLink Program 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	ReLink Program Manager
Program	ReLink
Position objective	The ReLink Program is part of the Corrections Victoria Reintegration Pathway and is a voluntary preparatory program for people being released from prison. It aims to support them to reintegrate into their community and access services by providing practical strategies and tailored transitional support. The ReLink Program Manager will lead the delivery of the ReLink Program by working collaboratively with the ReLink 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. 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
Job classification	Social, Community, Home Care and Disability Services Industry Award 2010, Level 7 pay point depending on qualifications and experience.
Location	Level 1, 116 Hardware Street, Melbourne VIC 3000 Involves State-wide travel.
Reports to	Executive Director of Reintegration
Direct reports	Senior Reintegration Coordinators
FTE	1.0
Key external contact	Executive Directors, Direct reports, ReLink Reintegration Coordinators, First Nations Cultural Practice Lead, Family Violence Practice Lead, Corporate Services Team, CEO
Key internal contact	Corrections Victoria Transitional Reintegration Unit, Assessment and Transition Coordinators, ReConnect service providers, Community Corrections Service (CCS) staff, Prison-based management staff, Community Support Service Providers, including housing and/or homelessness services, drug and alcohol treatment providers, First Nations community services.

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 and people of diverse sexualities and gender identities.

Vacro is an equal opportunity employer, dedicated to staff wellbeing. We have extensive onboarding training and ongoing professional development for staff.

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
Contract Management	Managerial responsibility for ensuring the program meets contractual KPIs and obligations. Identify and address issues that may impact KPI achievement or contractual compliance. Undertake annual review of core standards and eligibility criteria, including consultation with Correction Victoria (CV) as required. Contribute to negotiation of pre-release contract variations, including KPI measures.	Programs are planned and delivered, and accurate reports are provided in accordance with Vacro, funding body and stakeholder requirements. Operational and contractual matters are addressed effectively and in a timely manner. Program staff demonstrate high levels of expertise in service delivery. KPIs and contractual quality measures are achieved and maintained

	Ensure ongoing alignment of program delivery with contractual requirements.	
Organisational Contribution	Contribute to and lead Vacro's operational and strategic plans. Support identified external research projects and contribute to project and program design. Support communication of participant stories. Ensure program delivery aligns with Vacro frameworks, including the Reintegration Pathways, Diversity & Inclusion and Lived Experience Frameworks.	Contributions are timely and aligned with agreed Project or Work Plans. Program delivery is consistent with Vacro frameworks, organisational goals and strategic priorities.
Continuous Improvement, Monitoring & Evaluation	Analyse program data, processes and work practices to identify areas of success, weakness and opportunities for improvement. Monitor and evaluate program delivery and outcomes against KPIs and other quality measures. Plan, implement and oversee continuous improvement processes. Conduct internal program audits and contribute to internal and external audits. Review and develop manuals, processes and other documentation relating to program delivery and improvement. Use monitoring and evaluation data to inform strategy, program design and service improvement. Develop and implement strategies to address current and potential gaps in service delivery and KPI achievement.	In-depth analysis identifies areas of success, weakness and their causes in accordance with Vacro's monitoring and evaluation framework and funding requirements. Opportunities for continuous improvement are identified, reported and implemented in a timely manner. Audits are completed and reported within required timeframes.¶¶¶Monitoring and evaluation findings inform ongoing strategy, program design and service delivery. The program effectively achieves and maintains KPIs and other quality measures.

Management of Program Staff	Monitor staff performance, motivation and engagement. Conduct management supervision with staff on a fortnightly basis. Provide practical and timely support and feedback on staff practice. Undertake Performance Planning, Development and Review (PPDR). Backfill program management roles as required during periods of leave to maintain continuity of program delivery and operational oversight.	Staff performance is monitored against Vacro and funding body requirements. Staff demonstrate high levels of expertise in service delivery and receive appropriate support and feedback. Staff feel engaged, supported and connected. PPDR is undertaken positively and within required timeframes. Program management leave is effectively covered, with minimal disruption to program delivery, decision-making and stakeholder outcomes.
Stakeholder Relationship Management	Collaborate with other Post-Release Program Managers, including Reconnect Providers. Develop and maintain strategic partnerships and networks. Engage in activities that promote the program. Liaise with key stakeholders regarding operational matters and negotiate variations to service provision as required. Represent Vacro, its objectives and activities, and advocate for participant needs in relevant networks and forums, including TRU/CV.	Positive working relationships with prison staff, Correction Victoria and other key stakeholders are developed and maintained. The program is effectively promoted within the community and relevant networks. Stakeholder matters are addressed effectively and in a timely manner. Strategic partnerships contribute to effective program delivery and participant outcomes.
Program Reporting	Review and monitor data collected by staff and follow up as required. Oversee quarterly and annual reporting. Write quarterly and annual reports. Attend program review meetings with the Executive Director.	Complete and accurate data is available and reports are submitted in accordance with Vacro and funding body requirements. Program performance and outcomes are clearly communicated through reporting and review processes.

Leadership	Work with the Executive Team guide Vacro's strategy and embed a values-based culture across Vacro. Demonstrate self-aware, values-based leadership that builds trust, demonstrates empathy and recognises the impact of leadership behaviour on others. Lead and develop staff to deliver quality work, fostering empowerment, trust, clarity and accountability. Provide strategic and collective leadership that strengthens Vacro's culture, capability and achievement of the strategic plan.	Leadership decisions and actions demonstrate a whole-of-organisation perspective and contribute to a culture of learning, continuous improvement and achievement of strategic priorities. Leadership behaviours consistently reflect Vacro's values, self-awareness, accountability, empathy and constructive relationships. Staff experience clear expectations, effective support, opportunities for development and confidence in their leaders. Leaders work collectively, share knowledge and perspectives, avoid silos and hold themselves and each other accountable for Vacro's outcomes
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Key capabilities

Knowledge

- Tertiary qualification in Social Work, Psychology, Criminology, Human Services or another 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.

Experience

- Significant Program Management experience with complex clients particularly those who have been in contact with the criminal justice system.
- Demonstrated experience in developing, documenting and communicating processes and service delivery practices involving effective consultation with key stakeholders.
- Demonstrated experience in supervising, mentoring and engaging with staff.
- Demonstrated experience in debriefing staff in challenging situations.
- 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.
- Exposure to, or experience working in the not-for-profit community sector is desirable.

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 • Ability to develop creative responses in service design. • Effective time management skills. • Sound level of MS Office (particularly Teams), database and internet skills.
Behaviours and personal attributes	• 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 (if a requirement of the position). • Working with Children Check Victoria (if a requirement of the position). • Victorian Driver Licence (if a requirement of the position).

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
