

Family Support Worker

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	Family Support Worker
Unit or program	Programs, Family Visits
Position objective	The Family Visits Program aims to support participants in Victoria's prison system and their families to cultivate positive, pro-social relationships in order to improve reintegration outcomes post-release through targeted consistent visits. This role delivers the Family Visits Program for participants and their families, including children, and supports pro-social relationships through video sessions.
Job classification	<i>Social, Community, Home Care and Disability Services Industry Award 2010, Level 5 pay point depending on qualifications and experience.</i>
Location	Hopkins Correctional Centre, with occasional travel to Melbourne and other parts of regional Victoria for organisational team meetings
Reports to	Family Support Senior Coordinator
Direct reports	N/A
Key internal contact	Family Programs Manager, Executive Director of Programs, Family Therapists.
Key external contact	Corrections Victoria staff; Family Engagement Services (women's prisons only); DFFH Child Protection; Persons in prison and Family members of prisoners.

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	• Undertake assessments with persons in prison and gather relevant information including any IVO and Child Protection Order details. • Conduct telephone 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 persons in prison to achieve client driven goals. • Provide information and socioemotional support to family members to assist them to prepare for a video visit. • Provide post-visit telephone socio-emotional support to families.	• Participant assessments are responded to in a timely manner. • Effective liaison with DFFH occurs. • Family support requirements are identified. • Participants receive appropriate support pre- and post-visit. • Family members receive appropriate telephone support pre- and post-visit. • Where appropriate, attend video visit session with family. • Family Visits is integrated with existing family support programs in the prison. • Participants are supported to progress the skill learning from existing family support programs in the prison.

	• Liaise with relevant Corrections Victoria staff and family support staff.	
Administration and reporting	• Respond to events and communications such as referrals and emails in a timely manner. • Record and maintain data and participant notes in a timely manner. • Record and report any incidents and issues.	• Responses and recording of data is in accordance with Vacro and CV requirements. • All incidents and issues are reported in accordance with Vacro and CV requirements.
Stakeholder Relationships	• Develop and maintain positive working relationships with prison staff, Child Protection Practitioners, and other stakeholders. • Promote the Family Visits Program at the prison.	• Positive working relationships with stakeholders are built and maintained. • The Family Visits Program is promoted effectively
Continuous improvement	• Contribute to continuous improvement activities.	• Allocated continuous improvement activities are actioned.

Key capabilities

Knowledge

- Tertiary qualification in Social Work, Psychology, Justice or other relevant field
- Sound knowledge of the issues associated with individuals who are socially disadvantaged.
- Understanding of the issues associated with individuals within the criminal justice system.
- Knowledge of family systems and trauma informed care approaches.
- Knowledge of the Victorian justice system is desirable.

Experience

- Experience working with families who are vulnerable and at risk.
- Experience working with complex clients particularly those who have been in contact with the criminal justice system and their families is highly regarded.
- Experience 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.

Skills	• Highly developed interpersonal skills and ability to build good working relationships with colleagues, clients and stakeholders. • Well-developed written and verbal communication 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. • A willingness to work within the Victorian justice system with socially disadvantaged clients. • Focus on achieving positive client outcomes. • Flexible and adaptable to change. • Empathetic and practical.
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). • 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.

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.

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
