

Position Description

Position Title	Reconnect Case Worker	Employment Status	Part-time
Classification	General Staff - Adult and Community Education Employees	Reporting Relationship	Reconnect Program Manager
Commencement Date	October 2026	Job Location	Diamond Valley Learning Centre, Greensborough
Conditions of Employment:	• 16 hours per week • Hourly Rate \$32 to \$38 depending on qualification and experience • Six-month probation period • 12% superannuation • Contract until Dec 2029 with possibility of extension • Salary packaging benefits – up to \$15,900 per year of eligible expenses • Portable Long Service Leave – employer contributions made to the Portable Long Service Authority		
Position Summary	The Reconnect Program supports Victorians experiencing disadvantage to overcome barriers to education, training and employment. It provides individualised, place-based support that strengthens wellbeing, participation and sustainable pathways. The Reconnect Case Worker engages eligible participants, completes holistic assessments, co-designs work and learning plans, coordinates wrap-around supports and assists participants to move towards education, training, employment or other appropriate services. The role builds trusted professional relationships while maintaining accurate records, participant safety and compliance with program requirements.		

Child Safety Requirements

DVLC is committed to child safety and has zero tolerance for child abuse. All staff are responsible for upholding DVLC's Child Safety Policy, Code of Conduct and reporting procedures, and for creating an environment that supports the participation, cultural safety and empowerment of children and young people.

Duties and Expectations

Core Area	Tasks
Engagement and intake	• Receive referrals and respond to enquiries from prospective participants, families, services and community partners. • Undertake outreach and use local networks and referral pathways to locate and engage eligible participants. • Assess participant eligibility, suitability and readiness using approved program tools and processes. • Explain the program, consent, privacy, participant rights and responsibilities, and complete registration and induction requirements.

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Core Area	Tasks
Assessment and planning	• Complete holistic, strengths-based assessments covering education and work history, goals, capabilities, wellbeing and barriers to participation. • Co-design an individual Work and Learning Plan with each participant, including achievable short and long-term goals and agreed actions. • Review plans regularly, recognise progress and adjust supports when circumstances or goals change. • Use person-centred, trauma-informed and culturally responsive practice while maintaining professional boundaries.
Learner wrap-around supports	• Identify support needs and practical barriers affecting engagement, including health, housing, financial hardship, transport, family responsibilities, digital access and confidence. • Provide practical assistance, mentoring, problem-solving, advocacy and warm referrals to appropriate specialist and community services. • Coordinate supports with partner organisations and, with participant consent, maintain clear communication about agreed actions and outcomes. • Identify opportunities for social connection, community participation and capacity building that strengthen participant wellbeing and readiness.
Education training and employment	• Help participants explore suitable pre-accredited and accredited education and training options aligned with their goals, interests and abilities. • Support enrolment, re-engagement and ongoing participation, including liaison with training providers when additional support is required. • Assist participants to build employment readiness and connect with volunteering, work experience, employment services, industry partners and employers. • Advocate and negotiate with relevant organisations to remove barriers and strengthen sustainable pathway outcomes.
Pathway transition and follow-up	• Support participants to transition from Reconnect into education, training, employment or an appropriate ongoing support service. • Develop clear transition and exit arrangements with the participant and relevant services. • Track and document participant progress for at least six months following completion of program supports, in line with funding requirements.
Stakeholder relationships and outreach	• Develop and maintain productive relationships with community services, Learn Local organisations, RTOs, schools, employment services, health providers, government agencies and employers. • Promote Reconnect and DVLC services through networks, forums, presentations, outreach activities and community events. • Contribute to effective referral pathways and coordinated, place-based responses for participants.
Documentation and reporting	• Maintain accurate, timely, comprehensive and confidential participant records, including assessments, plans, case notes, referrals, outcomes and follow-up activity. • Use approved systems and templates and ensure records are current, securely stored and consistent with privacy and records-management requirements. • Monitor participant milestones and provide information and reports required for program performance, evaluation and funding compliance. • Promptly identify and escalate safety, wellbeing, child safety, family violence, privacy or other risks in accordance with DVLC policies and procedures.

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Professional practice and teamwork	• Participate in case discussions, supervision, team meetings, provider forums and relevant professional development. • Work collaboratively with the Reconnect Program Manager and colleagues to achieve participant targets, milestones and quality outcomes. • Maintain professional boundaries, manage competing priorities and seek guidance when matters fall outside the scope of the role. • Contribute to a respectful, inclusive and cooperative workplace culture.
Child safety	• Actively contribute to an organisational culture of child safety and reduce the risk of child abuse. • Follow processes for identifying, responding to and reporting child safety concerns. • Support the participation, cultural safety and empowerment of children and young people.
Policies procedures and safety	• Comply with DVLC policies, procedures, codes of conduct, privacy obligations and lawful directions. • Protect confidential information relating to participants, staff, DVLC and stakeholders. • Identify, report and respond to workplace health and safety hazards, incidents and risks. • Represent DVLC positively and professionally in all interactions.
Continuous improvement	• Participate in program reviews, audits, evaluation and continuous improvement activities. • Use participant feedback, outcome data and reflective practice to improve service quality and accessibility. • Identify emerging participant and community needs and contribute ideas for service improvement.
Other	• Perform other reasonable duties consistent with the position, as directed by the Reconnect Program Manager or Chief Executive Officer.

Essential Qualifications and Experience

- A relevant qualification in community services, social work or counselling.
- Demonstrated experience providing case management, mentoring or learner support to people experiencing complex barriers to participation.
- Experience supporting people from diverse backgrounds, including culturally and linguistically diverse communities and people with low literacy, numeracy or digital confidence.
- Sound knowledge of local community services, education and training pathways, employment supports and referral processes.

Key Selection Criteria

- Ability to build rapport and maintain trusted, respectful and professional relationships with participants.
- Ability to complete holistic assessments and co-design practical, participant-led goals and pathway plans.
- Demonstrated person-centred, strengths-based, trauma-informed and culturally responsive practice.
- Strong communication, advocacy, negotiation and stakeholder-engagement skills.

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- Excellent organisation and time-management skills, with accurate and timely case notes and records.
- Sound judgement, initiative and problem-solving skills, including the ability to identify and escalate risk.
- Ability to work independently and collaboratively, maintain professional boundaries and manage competing priorities.
- Competence using digital systems and standard office applications for case management, communication and reporting.

Employment Requirements

- Current Working with Children Check and satisfactory National Police Check.
- Evidence of the right to work in Australia.
- Commitment to DVLC's child safety, privacy, equal opportunity, workplace health and safety, and professional conduct requirements.

Position Acknowledgement

I have read and understand the requirements and responsibilities of this position.

I have read and understand the requirements of the Role:

Name.....

Signature.....

Date.....