

## POSITION DESCRIPTION



### Outreach Case Manager

#### ReConnect

##### About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

##### Our Vision

Building a Just Society

##### Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

##### Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

##### Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

##### Position details

|                          |                                                           |
|--------------------------|-----------------------------------------------------------|
| POSITION TITLE:          | Outreach Case Manager                                     |
| PROGRAM:                 | ReConnect                                                 |
| LOCATION:                | Melbourne Metropolitan and surrounding suburbs            |
| REPORTING RELATIONSHIPS: | This position reports directly to the Senior Practitioner |
| EFFECTIVE DATE:          | October 2026                                              |

## Position Purpose

- Provide outreach-based case management to a small case load of men and gender diverse individuals assessed as having a *high risk of reoffending and high reintegration support needs*, including those who have engaged in *high profile, sexual or violent offending*. The program works with individuals from diverse cultural backgrounds, and the successful applicant will apply a cultural lens to their work.
- Work closely with the Senior Practitioner to support the day-to-day operations of the ReConnect Program.
- Ability to work without Supervision in the community in an outreach capacity.
- Support participants to develop individually tailored case plans that are goal-focused and participant-led. The role is designed to work closely with participants to develop short and long-term transition plans designed to address identified needs and key areas of support including housing, health, drug and alcohol, mental health, employment, education and training, family and community connectedness and independent living skills.
- Support participants to meet their statutory requirements, have a level of stability in the community and prevent recidivism. This includes facilitating conversations around offending and use of violence to work towards behaviour change.
- Provide day of release support on public holidays and weekends as required. |

## Program Purpose

### Corrections Victoria Reintegration Program (CVRP)

The program is funded through the Department of Justice and Community Safety (DJCS) and is part of the Corrections Victoria Reintegration Pathway (CVRP). The aim of the program is to support eligible individuals effectively reintegrate back into the community on their release from custody. The program supports people to address their individual needs through a responsive, tailored and flexible support approach to facilitate community reintegration and reduce re-offending. The key objectives of the program are to:

- Implement an individualised transitional plan which addresses key needs to reduce re-offending and ensures continuity of care
- Provide assertive outreach and practical assistance to participants to successfully reintegrate into the community
- Assist participants to address issues relating to the underlying causes of their offending and achieve positive outcomes in key intervention areas. |

## Duties of the position

- Provide outreach-based case management support to individuals with multiple complex needs exiting custody.
- To engage and build positive and constructive relationships with program participants, centering self-empowerment and the onus of building trusting relationships with services with an empathetic and trauma informed approach, while encouraging insight and accountability.

- To deliver services consistent with program guidelines, relevant legislation, funding agreements and Jesuit Social Services' way of working.
- To maintain appropriate files, records and statistics to facilitate good practice and accountability.
- Engage positively and proactively with key stakeholders including Corrections Victoria, prison, Community Correctional Services (CCS) and external agencies and support services.
- The ability to manage competing priorities in a high-volume work environment.
- Monthly data is accurately maintained and provided to leadership as required. |

### **Key Selection Criteria**

1. Tertiary qualification/s and/or relevant experience in field.
2. A broad understanding of the issues facing people involved with the justice system and empathy and insight into the often-complex needs of men transitioning from prison to community.
3. Experience providing assertive outreach-based case management support to people engaged in the criminal justice system; particularly those presenting with complex needs such as substance misuse, homelessness, mental health concerns, cognitive impairment, family violence, violent or aggressive behaviours and other complexities that may result in offending behavior.
4. Capacity to provide culturally appropriate services to men and gender diverse individuals, particularly those from Aboriginal and culturally and linguistically diverse backgrounds.
5. Ability to conduct oneself and undertake role responsibilities in a way which reflects and upholds the organisation's identity and ethos (as encapsulated in our purpose, vision, mission and values).
6. Capacity to engage in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation's identity and ethos. |

### **Key Performance Indicators**

- Develop respectful relationships with colleagues, participants and key stakeholders – both internal and external.
- Develop, implement, monitor and review participant transition plans within agreed timelines.
- Provide outreach-based case management support.
- Complete all reporting requirements associated with the role including case notes, safety plans, risk mitigation plans and monthly data – all reporting is accurate and reflective of the work undertaken with participants. |

## Key responsibilities of Jesuit Social Services Employees

Our organisational identity and ethos

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services' organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

### Service delivery/ Practice Framework (program delivery roles)

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

### Team work and supervision (program delivery roles)

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

### Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

### Diversity and Inclusion

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

## **Mandatory Position Requirements**

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia
- Corrections Victoria clearance and ability to enter Victorian prisons

## **Safeguarding Children and Young People**

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

## **Ecological Justice**

Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.

## **Conditions of Employment**

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

## **Employee Acknowledgement**

I, \_\_\_\_\_ (please print name)  
acknowledge that I have read and understood the contents of this position description.

**Employee Signature:**

\_\_\_\_\_

**Date:** \_\_\_\_\_

**Position Description Approved by:**  
**General Manager or Executive Director**

**Position Description Review Date:**  
**[2 years from effective date]**