

**POSITION:** Emerge Case Manager- Disability/ABI Specialist

**REPORTS TO:** Team Leader - Emerge

**DATE :** May 2020

## ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

## JOB CONTEXT

This role sits within the Homelessness and Justice division and part of the MCM Ravenhall team that delivers programs at Ravenhall Correctional Centre (RCC).

Ravenhall Correctional Centre (RCC) is a new medium security prison accommodating 1,600 men both sentenced and remanded. It is managed by the GEO Group an international and private prison provider. MCM is part of the GEO 'Alliance' which is a group of community and specialist services contracted to deliver a range of programs at Ravenhall.

The Emerge Pre and Post release case management program provides 6 weeks pre-release and up to 6 months post release support to men exiting Ravenhall.

As part of GEO's Continuum of Care and service integration approach, all Ravenhall staff including custodial case-managers work collaboratively with the correctional service system and stakeholders including Community Correctional Services, Sentence Management Division, Adult Parole Board and transferring locations.

Guiding the service integration approach is Ravenhall's Charter. The Charter provides an overarching framework that emphasises the vision, mission, values and principles shared by all staff working at Ravenhall to achieve positive outcomes for prisoners. Ravenhall draws upon the Good Lives Model (GLM) to provide prisoners with the opportunity to develop skills that increase their ability to live healthy, prosocial lives. Ravenhall provides an integrated approach to case management with all Ravenhall service providers and custodial staff engaged in the case management process.

## JOB PURPOSE

The purpose of this role is to provide pre and post release support to men at Ravenhall. This role provides support to men that have an ABI or Disability as well as secondary consult to other case managers.

MCM staff will work closely with GEO staff to ensure the transition back to the community is streamlined and well supported. The case management approach is holistic, flexible and individualised. It focuses on the participants' individual needs and goals to ensure a successful transitional outcome.

## **JOB OBJECTIVES**

**Duties of this role may include but are not limited to the following:**

- Deliver a high quality pre and post release case management service to men exiting Ravenhall Correctional Centre that have an ABI or Disability.
- Provide case management support in a holistic and individualised manner.
- Provide secondary consult and support to other case managers that are supporting men with an ABI or Disability.
- Undertake reviews of assessments and complete checklists for eligible participants.
- Plan and schedule programs to achieve required standards and associated performance indicators
- Build positive relationships with program participants to facilitate the implementation of their reintegration plan.
- Work cooperatively and collaboratively with GEO reintegration officers and other staff at Ravenhall CC.
- Liaise and work co-operatively with other programs, community agencies, and employment, education and training services.
- Advocate for clients to community agencies, employment, education and training services, real estate agencies, court, etc.
- Liaise with local area service networks and state-wide programs for the provision of housing and resources.
- Develop and maintain a goal plan in conjunction with the participants, which addresses employment, education and training options, personal and specific individual needs.
- Attend and participate in regular team meetings.
- Participate in regular formal supervision as per MCM policy and procedures.
- Participate and contribute in performance reviews and periodic reviews as directed.
- To maintain an environment that promotes the health and safety and actively participate in WH&S meetings and contribute to the overall wellbeing of the workplace.
- Ensure awareness of and adhere to the policies and procedures of MCM and Ravenhall CC.
- Maintain accurate data, information, record keeping and filing system as per requirements of GEO and MCM.
- Provide regular reports as per program requirements.
- Represent MCM at relevant forums as directed by the Team Leader.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Team leader or delegate.

## **KEY RELATIONSHIPS**

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

<b>Internal Relationships</b>	<ul style="list-style-type: none"> <li>• Staff and Team Leaders from H&amp;J Team</li> <li>• Manager and team of MCM Ravenhall programs</li> <li>• Staff from Organisational Development and Human Resources</li> </ul>
<b>External Relationships</b>	<ul style="list-style-type: none"> <li>• The Emerge case worker will actively liaise and network with a number of external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support.</li> <li>• GEO</li> <li>• Corrections Victoria</li> </ul>

#### KEY SELECTION CRITERIA

##### Essential:

- Tertiary qualifications in Social Work, Youth Work, Justice, Welfare studies or related fields
- Qualifications and experience in working with people with an ABI or Disability.
- Demonstrated experience working with, and knowledge of, people who have involvement with the justice system including current issues and trends.
- Demonstrated knowledge about the NDIS in relation to accessibility and entitlements.
- Demonstrated experience and knowledge in the delivering high quality holistic, and individualised case management.
- Ability to establish and maintain cohesive working relationships with a broad range of people and organisations.
- Ability to, and understanding of, work in a prison setting.
- Well-developed written and verbal communication and negotiation skills.
- Demonstrated ability to work independently and as part of a team.
- Strong organisational and time management skills with the ability to prioritise tasks.
- High level of initiative and motivation.
- Administration and computer proficiency.
- Satisfactory completion of safety screening including a current Working with Children's Check, National Police Check, International Police Check (if required), a current Driver Licence and the right to work in Australia.
- An internet enabled mobile phone, for time and attendance.
- An understanding of the requirements for ensuring child safety.
- Computer literacy, including proficiency in Word, Excel and client management system

- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.
- Internet-enabled device for Time & Attendance when working offsite.

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

### **Workplace Health & Safety:**

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer, we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

### **Client Wellbeing and Safety:**

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

### **Operational Accountability:**

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee, you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.
<b>REPUTATION</b>	<b>Provable Results</b> Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
<b>PEOPLE</b>	<b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
<b>PEOPLE</b>	<b>Wins Hearts &amp; Minds</b> Contributes to an environment where people want to do their best work, and show commitment to the One MCM Purpose and Philosophy.
<b>PEOPLE</b>	<b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
<b>PEOPLE</b>	<b>Challenge &amp; Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.
<b>PEOPLE</b>	<b>Safety First</b> Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

## OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

<b>Together</b>	We are inclusive and accepting of difference. We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.
<b>Courageous</b>	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
	We are inquisitive and ask why.

<b>Curious</b>	<p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
<b>Open</b>	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
<b>Accountable</b>	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>