

POSITION: Emerge Case Manager

REPORTS TO: Team Leader – Emerge, Education & Employment programs

DATE UPDATED: September 2019

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 will deliver programs at Ravenhall Correctional Centre (RCC).

Ravenhall Correctional Centre (RCC) is a new medium security prison accommodating 1000 to 1300 men both sentenced and remanded. It will be 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 will provide 6 weeks pre-release and up to 6 months post release support to men exiting Ravenhall CC.

As part of GEO's Continuum of Care and service integration approach, all Ravenhall employees including custodial case managers will 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 employees 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 employees engaged in the case management process.

JOB PURPOSE

The position of Emerge Case Manager will provide pre and post release support to men at Ravenhall CC. MCM employees will work closely with GEO employees to ensure the transition back to the community is streamlined and well supported. The case management approach will be holistic, flexible and individualised. It will focus on the participant's individual needs and goals to ensure they are considered and relevant to achieving 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 CC taking into consideration complex presentations (mental health, AOD, disability)
- Provide case management support in a holistic and individualised manner.
- Undertake reviews of assessments and complete checklists for eligible participants.
- Build positive relationships with program participants to facilitate the implementation of their reintegration plan.
- Work cooperatively and collaboratively with GEO reintegration officers and other employees at Ravenhall CC.
- Plan and schedule programs to achieve required standards and associated performance indicators
- 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.
- Regularly attend and participate in team meetings, formal supervision, and performance and periodic reviews.
- To maintain an environment that promotes the health and safety, and actively participate in OH&S meetings and contribute to the overall wellbeing of the workplace.
- Ensure services are delivered within the framework of MCM's and Ravenhall CC's policies and procedures, legislative requirements, and meet the relevant service standards.
- Maintain accurate data, information, record keeping and filing system as per requirements of GEO and MCM.
- Provide regular reports as per program requirements.
- Participate in relevant training provided by GEO and MCM.
- Represent MCM at relevant forums as directed by the Team Leader.
- Perform other duties and responsibilities, as directed by the Team Leader.

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:

Internal Relationships	<p>The Emerge Case Manager may have relationships with employees from a range of MCM program areas, dependant on the needs of the people they are supporting. Some examples may include:</p> <ul style="list-style-type: none"> • Employees and Team Leaders from Homelessness & Justice team • Manager and teams of MCM Ravenhall programs • Employees from People & Culture
External Relationships	<p>The Emerge Case Manager 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.</p>

KEY SELECTION CRITERIA

Essential:

- Demonstrated experience and/or knowledge of working with people who have involvement with the justice system including current issues and trends.
- 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.
- Experience working with complex clients including mental health, AOD and disability.
- 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.
- Tertiary qualifications in Social Work, Youth Work, Justice, Welfare studies or related field.
- Administration and computer proficiency.
- 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. An internet enabled mobile phone, for time and attendance.
- 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.
- All employees are subject to MCM's *Employment Safety Screening* Procedure.
- All prospective employees are subject to satisfactory completion of employment safety screening prior to their commencement. This includes: National Police check, International Police check (if required), a Victorian Working with Children Check (if applicable), checking employees' names against the Disability Worker Exclusion List (DWEL) maintained by the Disability Worker Exclusion Scheme (DWES) Unit (if applicable), a Disqualified Carer Check against the Victorian Carer Register (if applicable), and the right to work in Australia.
- Prospective incumbents who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check where it forms part of the Safety Screening requirements for DHHS funded services or NDIS Risk-Assessed roles. Applicants should contact the relevant overseas police force to obtain this and submit as part of their application. Details of overseas police agencies are available on the Department of Home Affairs website: <https://immi.homeaffairs.gov.au> (search 'police check').

LEADERSHIP CAPABILITY FRAMEWORK

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

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	Customer Focused We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.
PARTNERSHIPS	Influence & Persuasion Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
PEOPLE	Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
PEOPLE	Safety First 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:

Together	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.
Courageous	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
Curious	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
Open	We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients.

We trust one another.

Accountable

We act safely in all our interactions.

We manage within our financial and resource boundaries.

We own our outcomes and decisions.

We are proud of the work that we do.