

## Case Manager- Community Residential Facility

### Transitional Support Program

#### 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:	Case Manager- Community Residential Facility
PROGRAM:	Transitional Support Program
LOCATION:	Maribyrnong
REPORTING RELATIONSHIPS:	This position reports directly to the Senior Practitioner
EFFECTIVE DATE:	October 2025

## Position Purpose |

- Provide individually tailored pre- and post-release assessment, transition planning and support, incorporating a focus on risk and community safety for men referred from prison to the Community Residential Facility (CRF) and Transitional Support Program. 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 Transitional Support Program 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 reoffending. This includes facilitating conversations around offending and use of violence to work towards behaviour change.
- To engage positively and pro-actively with key stakeholders including Corrections Victoria, prison and Community Corrections, facility staff, external agencies and support services. |

## Program Purpose

### **Corrections Victoria Reintegration Program (CVRP)**

The Community Residential Facility (CRF) will provide an accommodation option for men assessed as suitable for a residential facility, with a strong focus on risk and community safety. The facility will provide accommodation for men exiting prison who have no immediate access to suitable housing on release from prison |

The key objectives of the Community Residential Facility (CRF) Transitional Support Pilot are to:

- Provide support to men assessed as eligible for the Community Residential Facility in Maribyrnong with a focus on individual well-being, balanced with risk and community safety.
- Provide transitional and reintegration assistance to men with no other access to housing on release from prison and in need of accommodation support.
- Ensure participants have an individual transition and support plan that incorporates a tailored response to key areas including; support to access medium and longer term housing, independent living skills, access to health, cultural and aged services, family, community and cultural connectedness, support with alcohol and drug and mental health issues and access to vocational and learning pathways.
- Provide case management and outreach support whilst men are residing at the facility and up to a further six months in community as participants, transition to independent living.
- Address the underlying issues of offending behavior to reduce reoffending, support reintegration and independent living in the community and assist with referrals and access to specialist services and long term community based supports as required.

## 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, Facility Staff, prison staff, 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. |

### **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 date – all reporting is accurate and reflective of the work undertaken with participants. |

### **Key responsibilities of Jesuit Social Services Employees**

- 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.
- 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, inclusion and culture

- 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
- Demonstrate an understanding the identity and ethos of Jesuit Social Services. |

## 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.

## 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



**Position Description Approved by:**  
**GM or ED**

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