

# POSITION DESCRIPTION



## Outreach Case Manager

### African Visitation and Mentoring Program (AVAMP)

#### 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:	AFRICAN VISITATION & MENTORING PROGRAM (AVAMP)
LOCATION:	Metropolitan Melbourne and specified prison locations
REPORTING RELATIONSHIPS:	Manager, Reintegration Programs
EFFECTIVE DATE:	August 2025

## **Position Purpose**

- To provide pre and post release support, short-term outreach-based case management and brief intervention support to men and women of African background who are sentenced, on remand or being released into the community or from court.
- Work closely with the Program Lead to support the day-to-day operations of AVAMP
- Support participants to develop individually tailored short to medium term transition plans that are goal-focused and participant-led, and to make appropriate service links to address identified needs in key areas including housing, mental health, AoD, employment, education and training, family and community connectedness and independent living skills |

## **Program Purpose**

### **Justice programs**

Provide holistic support service for people involved in the justice system or who are exiting adult prisons and/or Youth Justice centres, who are assessed as high risk/need, with limited social and family networks, limited accommodation and post release options and experiencing multiple and complex health problems. Staff deliver quality programs in a manner that reflects the social justice principles of participation, equity, access and respect. Services include intensive outreach support, case management, supported accommodation, drug and alcohol counselling, recreation programs, employment/training programs, 24/7 after hours emergency assistance and duty work and referral service. Our adult and youth justice work contributes to regional and state-wide advisory forums and networks and assists in a more comprehensive approach to justice through partnerships with Government agencies and other service providers, as well as to legislation, policy development and advocacy.

### **African Visitation and Mentoring Program (AVAMP)**

The African Visitation and Mentoring Program (AVAMP) is delivered by Jesuit Social Services in partnership with the Department of Justice and Community Safety (DJCS). It is an initiative that delivers mentoring, visitation and reintegration support to people from African backgrounds who have been imprisoned in Victoria – during and after their release.

- AVAMP matches people of African background with community-based volunteer mentors who provide visitation and mentoring support whilst participants are in custody or when they return to the community
- Provides pre and post release support, short-term outreach-based case management and brief intervention support to men and women of African background who are sentenced on remand or being released into the community
- Facilitate cultural awareness and family engagement sessions |

## **Duties of the position**

- Provide pre and post release support, short to medium term outreach-based case management and brief intervention support to men and women of African background who are sentenced on remand or being released into the community or from court. Including support to families as required.
- To support the Program Lead in the delivery of education and information sessions to volunteer mentors to enhance their understanding of the justice system and supporting people from African backgrounds with complex needs

- To support the Program Lead in the facilitation and delivery of community awareness and family engagement sessions
- Establish and maintain strong and positive communication and collaborative relationships with key stakeholders including Corrections Victoria staff in the identified prison locations, Community Correctional Services (CCS) and at the courts
- To engage and build positive relationships with participants and families, undertake assessments, develop, review and monitor transition plans ensuring an approach which is culturally safe, trauma informed and participant led.
- To deliver services consistent with program guidelines, relevant legislation, funding agreements and Jesuit Social Services' way of working
- To maintain appropriate case files/notes, collate and maintain data for quarterly reporting in line with funding agreements and to facilitate good practice and accountability through participating in team meetings and supervision |

### **Key Selection Criteria |**

1. Tertiary qualification/s and/or relevant experience in the field
2. Provide short to medium term outreach-based case management and brief intervention support to African men and women in custody, on remand, and in the community or released from court, with an understanding of the current issues facing African communities within the Victorian setting and involved in the justice system.
3. Demonstrated skills in successful and culturally appropriate service delivery and management of stakeholder relationships.
4. Excellent time management skills and the ability to prioritise tasks and manage workload demands efficiently
5. Strong verbal and written communication skills, with the ability to fulfill administrative requirements including data entry on two data systems, case note and quarterly report writing, and data collection to meet funding requirements |

### **Key Performance Indicators |**

- Reporting requirements associated with the role including case notes, reports and monthly and quarterly data is accurate and completed within specified timeframes, and in line with funding agreements
- Delivery of short to medium term outreach-based case management and brief intervention support to African men and women in the community or released from court who have intersected the criminal justice system; and in-person attendance at prison locations as stipulated by funding body
- Networking – sound relationships are developed with funding bodies, partner agencies and the broader community sector
- Develop, implement, monitor and review participant transition plans within agreed timeframes
- In person attendance at prison locations and court in line with funding agreement and targets |

## Key responsibilities of Jesuit Social Services Employees

### Service delivery/ Practice Framework

- 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

- 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, 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

### 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 Approved by:**  
**General Manager, Adult Justice**

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

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