



The GEO Group Australia Pty Ltd.

## POSITION DESCRIPTION

<b>Position Title</b>	<b>Post Release Case Manager</b>
<b>Reference Number</b>	RPPD431
<b>Department</b>	Community Reintegration Centre
<b>Position Reports To</b>	Manager, Community Reintegration Centre (CRC)
<b>Positions Reporting To This Role</b>	
<b>Work Location And Travel</b>	<p>This position is located at GEO'S Community Reintegration Centre. Level 1/548 Bridge Road, Richmond.</p> <p>This position will attend Ravenhall Correctional Centre on Riding Boundary Rd, Ravenhall, VIC 3023 on a regular basis.</p> <p>Interstate travel may be required.</p>
<b>Operating Environment</b>	<p><b>Ravenhall</b> is a 1300 bed medium security prison for adult sentenced and unsentenced males. Its contemporary campus-style design reflects four accommodation communities with varying profiles: 1) induction and transition, 2) youth and indigenous, 3) challenging behaviours and more settled prisoners and 4) protection. Community accommodation is complimented by a further 75-bed Forensic Mental Health Unit, 25-bed Unit for prisoners with significant challenging behaviours, and a 25-bed Mission Unit designed to respond intensively and therapeutically to current community issues. In recognition of the importance of Continuum of Care, Ravenhall extends its presence into the community by providing ex-prisoners with access to post-release support at GEO's Community Reintegration Centre.</p> <p>Through investment in opportunities for prisoners to engage in work, education and programs, prisoners are not only held safely and</p>

securely but given every chance to turn their lives around. Issues behind much of the crime in our communities – such as violent attitudes, anti-social behaviours and the abuse of drugs and alcohol – are addressed through innovative programs and interventions. At the same time helping prisoners with day-to-day challenges such as gaining and holding down employment and finding a suitable place to live also help prevent a return to crime.

Ravenhall's unprecedented emphasis on offender rehabilitation and reintegration is evidenced by a significantly sized team of clinicians, working in concert with a number of Victoria's most respected organisations including Forensicare, Correct Care, YMCA, Melbourne City Mission, and Kangan Institute. Together, Ravenhall provides an integrated service system that collaboratively brings about lasting positive change in the lives of prisoners pre- and post-release. Through these partnerships the objective of Safer Victorian Communities is achieved.

### Position Summary

The Case Manager will provide both pre-release and post release support to men who are remanded or completing a sentence of 3 months or less at Ravenhall Correctional Centre. While based at GEO's Community Reintegration Centre, Case Managers will maintain an onsite presence at Ravenhall Correctional Centre. During the pre-release support period, Case Managers will work proactively with clients undertaking a case management and coordination function to collaboratively develop an Individual Reintegration Plan to identify post release needs and supports.

Post release, the Case Manager will provide up to 3 months of assertive and intensive outreach support, maintaining regular contact with clients encouraging their continued engagement in the program and monitoring their ongoing mental and physical health and wellbeing. The Case Manager will actively support referrals to other services to address clients identified support needs.

The position is also responsible for developing and maintaining a network of statewide community service providers and referral sources to assist and support clients to

successfully reintegrate.

This position reports to the Manager, Community Reintegration Centre and works closely and collaboratively with other GEO Rehabilitation and Reintegration Services Staff and Alliance Partners, to provide an integrated response to meeting client's reintegration needs.

### Key Accountabilities

- Pre-release, collaboratively develop client's Individual reintegration plan identifying post release needs and support that will promote successful rehabilitation and reintegration outcomes.
- Coordinate and support clients to implement their Individual Reintegration Plans post-release including assistance with housing, education/employment, drug and alcohol and mental health treatment needs, and family and community connectedness.
- Complete ongoing support plans and referrals within accepted timeframes.
- Support the CRC Manager to review and monitor the program waitlist and allocations.
- Provide day of release transport when required.
- Provide transport to clients to relevant appointments as per post release needs.
- Engage collaboratively with GEO Rehabilitation and Reintegration Services and Alliance Partner staff to maximise engagement of clients in relevant programs and services.
- Develop and maintain positive relationships with stakeholders, including community providers in order to maximise reintegration outcomes for clients.
- Provide crisis support and referrals where required.
- Support the CRC Manager in contributing to the strategic direction and evolution of the program through demand and opportunity identification and response.
- Build clients resilience to transition to the community, providing the aftercare team with an exit plan at the end of the post release support period.
- Create and maintain detailed, accurate and appropriate high-level case notes on GEO's information management data base
- Monitor and record data in relation to clients including providing information and reports to the CRC Manager as required.

### General Responsibilities as a GEO Non Senior Management Team Member:

- Ensure GEO's primary goal of reducing reoffending is at the core of everything you do.
- Inspire and motivate others, communicating professionally and assertively, working harmoniously as part of a multi-disciplinary team. Build and maintain effective professional relationships with internal and external stakeholders.
- Complete work in a timely and consistent manner and to a high-quality standard in line with local and/or corporate policies, procedures and operating manuals.
- Have clear understanding of day to day deliverables.
- Complete all required training requirements within designated timeframes.
- Maintain a satisfactory attendance record.
- Understand and ensure that the integrated management system described in the Governance,

Risk and Compliance Manual (GRC) and Quality, Environmental, Safety (including Food Safety) Policies is complied with; and ensure any operational, quality, environmental, workplace safety or food safety non-conformance, incident or accident is immediately reported through the appropriate channels.

- Display high levels of integrity and honesty and adhere to GEO's HR2.01 Code of Conduct and Ethical Behaviour, as well as all other applicable policies and procedures
- Invest in continuous self-development and the development of others.

### Key Selection Criteria

#### Essential:

- Tertiary qualification in Social Work, Psychology, Welfare, Human Services or other relevant fields.
- Demonstrated knowledge of research and evidence related to positive resettlement and reintegration outcomes for people released from prison.
- Previous experience in and knowledge and understanding of, the issues faced by individuals who have been institutionalised including issues of adjustment, behaviour, transition and reintegration.
- Demonstrated ability to work with clients with complex needs such as Acquired Brain Injury, Homelessness, Mental Health and Substance Use Issues.
- Previous experience working in case management specifically in an outreach capacity
- Ability to coordinate access to programs and services relevant to the reintegration needs of men who have been released from prison.
- Ability to develop and maintain collaboratively stakeholder relationships and networks to facilitate positive outcomes for clients.
- Well-developed interpersonal and communication skills and attitudinal characteristics conducive to building positive, non-judgemental professional relationships with people with a history of incarceration.
- Demonstrated ability to quickly learn and navigate various information management systems.

#### Desirable:

- Strong written and verbal communication skills
- Able to manage complex and challenging demands.

### Other Requirements of the Role

- Ability to work directly with ex-prisoners.
- Valid and current full Australian driver's licence.
- Satisfactory completion of a National Criminal History Check.
- Ability to obtain and maintain a security clearance.
- Work outside of ordinary business hours may be required on occasion.

### Employee Acceptance

I acknowledge that the statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive.

I have read, understood and accepted the above position description and associated attachments.

NAME	SIGNATURE	DATE

Master copy lodged with HO (SMT only) ☐

Master copy lodged with department monitor ☐