

POSITION DESCRIPTION

Position Title	Case Manager – Reconnect Program
Position No	19458
Department	Industry Engagement - Holmesglen Employment Centre
Faculty/Centre	People, Global Relations and Industry Engagement
Classification	PACCT Worker Level 6 (PW 6)
Prepared By	General Manager - Industry Engagement
Date	August, 2023
Approved By	Associate Director - Human Resources
Primary Objectives of Position	<ol style="list-style-type: none"> 1. Manage the Reconnect program to ensure all reporting requirements are met and contractual obligations are fulfilled. 2. Provide outplacement, mentoring, support and job brokerage services to displaced workers, especially those from a disadvantaged background. 3. Provide intensive case management of participants incorporating effective links to targeted training, vocational outcomes and/or sustainable employment for disadvantaged individuals that identify as priority job seekers. 4. Support the Manager in a range of activities for the effective operation and delivery of services associated with the Reconnect program and the Holmesglen Employment Centre.
Manager/Supervisor	Manager - Holmesglen Employment Centre
Subordinates	Not Applicable
Internal Communication Requirements	<ul style="list-style-type: none"> ▪ Manager and staff of the Holmesglen Employment Centre providing information, advice and support associated with the operations of the Reconnect program. ▪ Student Administration and Registrar staff on all campuses in providing required information and advice on Reconnect programs. ▪ Student Wellbeing staff on all campuses, regarding professional support for Reconnect participants. ▪ Engage with the management and staff of departments and faculties across all levels of the Institute in the provision of support, advice and information related to program operations.
External Communication Requirements	<ul style="list-style-type: none"> ▪ Engage with a range of external parties supporting Reconnect programs including: <ul style="list-style-type: none"> - Reconnect Manager – Department of Education and Training

Specific Accountabilities

- Prospective and new program participants, including parents and employers as appropriate
 - Community service and not for profit organisations, and local jobs and outreach services supporting program operations
 - Government and other associated agencies in relation to program requirements.
- Represent the Institute on appropriate and relevant external committees, working groups and government forums.
 - Liaise with participants, industry and the community as required.
1. Manage the Reconnect program and develop long term strategies including the delivery of case management services, program reporting and budget management.
 2. Monitor, review and evaluate the operation of the Reconnect Program and associated services to optimise effectiveness and ensure the appropriateness and professionalism of service delivery.
 3. Participate in departmental policy making and planning and plan and implement innovative service delivery strategies for the Reconnect program specifically and the department generally.
 4. Undertake individual assessment of, and apply a case management delivery approach to, individuals engaged in the Reconnect program developing a plan for the achievement of employment and education pathways.
 5. Adopt a collaborative approach to case management and outreach services and develop and modify appropriate case management techniques to meet individual client needs.
 6. Develop individualised plans for program participants, which outline pathways to further learning and employment based on occupational interests and aptitudes.
 7. Support participants to address non-vocational challenges that may impact on their ability to sustain employment or education pathways.
 8. Establish and maintain a cooperative environment, including encouraging participants to take responsibility for their own career outcomes.
 9. Be responsible for creating pathway planning and goal setting for each Reconnect participant providing one-on-one mentoring and individualised support.
 10. Prepare and maintain case management documentation and resources including accurate records of participant progress and outcomes consistent with Reconnect Program guidelines and Institute policies and procedures.
 11. Undertake proactive outreach activities in local government areas to engage with Reconnect participants and ensure referral pathways to specialist services to facilitate access to education and training and employment opportunities.
 12. Negotiate and work with relevant departments as required to provide access to wellbeing and support services, to ensure that adequate referral processes are established and Reconnect program objectives are met.
 13. Comply with Holmesglen policies, procedures and processes, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of systems and processes.
 14. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.

Qualifications and Licences

15. Act in accordance with Holmesglen Safety policies and procedures, including Child Safety Standards, to ensure that departmental operations comply with Occupational Health and Safety legislation.

Minimum

- Degree or post graduate qualifications in Youth Work, Welfare, Counselling or similar field and relevant experience.
- Less formal qualifications with extensive case management experience working with individuals seeking to reengage with education, training or employment may be considered.
- A current and valid driver's licence.

Knowledge

- An understanding of:
 - the objectives and aims of the Victorian Government's Reconnect Program including knowledge and proficiency in the application of support services and career guidance techniques
 - necessary legislation, regulations, processes and techniques, as well as a knowledge of strategies used, to support people with special needs
 - the VET sector, and government funded training programs, including the application of the legal and regulatory requirements.
- Familiarity with the confidentiality requirements, and an understanding of the privacy principles, applicable to the education and community services sectors.
- Ethical professional practices and counselling standards, and an understanding of case management processes, in the provision of student support services.
- Customer service practices with a focus on displaying empathy and dealing with disengaged people from a disadvantaged background.
- Knowledge of one or more of the following disciplines would be an advantage:
 - Vocational Education
 - Priority Job Seekers
 - Outreach Services.

Experience

- Extensive experience in a case management or career counselling environment including supporting and working with disengaged individuals and their specific needs.
- Experience in:
 - the delivery of outplacement services and job brokerage provision
 - dealing with a broad range of people, including those from different socio-economic and cultural backgrounds
 - sourcing appropriate internal and external support services for clients
 - working autonomously in an environment that requires judgement, discretion and initiative
 - setting priorities in an environment of competing demands.
- Experience in a Vocational and Higher Education and Training environment would be an advantage.

Skills

- Self-motivated, with demonstrated organisational skills and the ability to work cooperatively within a team or work without supervision.

- Developed counselling skills with an ability to negotiate effectively and work through issues constructively with clients and relevant stakeholders.
- The ability to:
 - select and deliver case management strategies appropriate to the individual context and the goals and standards required by the Reconnect program
 - exercise judgement and initiative in carrying out duties associated with the provision of outplacement services, case management and links to education, training and employment outcomes
 - develop new ideas, strategies and innovative solutions to meet the diverse needs of participants
 - be flexible and responsive to the changing demands of the Institute community
 - deal with sensitive and confidential information, as well as to develop appropriate and relevant solutions to identified issues
 - work independently and/or coordinate work effectively and collaboratively in a team environment.
- Proficient analytical, organisational and technical skills including the ability to organise tasks to ensure that service priorities are met.
- Verbal and written communication skills and well-developed interpersonal skills including the ability to interact and liaise effectively with a diverse range of people.
- Proven time management skills, with a demonstrated ability to plan, schedule and meet agreed deadlines, achieve goals and work concurrently on multiple tasks in an environment of competing demands.
- Competence in the use of the MS Office products, internet-based software applications and database management software.

Key Selection Criteria

- In addition to qualification requirements the incumbent will have:
1. Demonstrated knowledge, skills and experience in case management, outplacement services and job brokerage provision including the ability to effectively select and use of a wide range of case management strategies tailored to individual participant needs.
 2. Demonstrated ability to understand, analyse and apply knowledge of administrative systems, procedures and compliance systems to routine and new tasks.
 3. Well-developed interpersonal and written and verbal communication skills with a demonstrated ability to facilitate groups and liaise effectively with clients and relevant stakeholders in a case management environment.
 4. Proven ability to plan and organise systems of work, effectively manage time to meet deadlines, prioritise competing demands and achieve goals, all within a privacy and confidentiality framework.
 5. Ability to show initiative, a demonstrated capacity for self-directed work as well as working cooperatively, flexibly and harmoniously within a team environment.

Note

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level, may be allocated.

- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a current Victorian Employee Working with Children check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.