



Position Description – Strategic and Operations Officer

Position:	Strategic and Operations Officer <i>Transitional Housing Program</i>
Reports to:	Manager, Community Justice Programs
Salary:	\$75,000 - \$85,000
Location:	Head Office - 273 High Street, Preston, Victoria This position may require regional and interstate travel
Employment type:	Full-time 6 months

About us

We were established as a community controlled organisation in 1973 to address the over-representation of Aboriginal and Torres Strait Islander peoples in the criminal justice system. The organisation has a long and proud history of providing legal and service support for Aboriginal Victorians who are experiencing or at risk of experiencing negative contact with the justice system and advocating locally, nationally and internationally for the rights of Aboriginal people.

We strive to:

- Promote social justice for Aboriginal and Torres Strait Islander peoples;
- Promote the right of Aboriginal and Torres Strait Islander peoples to empowerment, identity and culture;
- Ensure that Aboriginal and Torres Strait Islander peoples enjoy their rights, are aware of their responsibilities under the law and have access to appropriate advice, assistance and representation;
- Reduce the disproportionate involvement of Aboriginal and Torres Strait Islander peoples in the criminal justice system; and
- Promote the review of legislation and other practices which discriminate against Aboriginal and Torres Strait Islander peoples.

The organisation has grown over the years (with further expansion options being pursued) and now offers criminal, family and civil law services, client services support, community legal education and a range of community justice support programs in both Victoria and Tasmania.

The Tasmanian operation was established in 2015, the Tasmanian Aboriginal Community Legal Service (TACLS), a semi-autonomous operation for Tasmania.

We also established another semi-autonomous service in 2017, Balit Ngulu, a dedicated children and youth legal service for Aboriginal people in Victoria.

About the team

This section is responsible for delivering client focussed quality services for Aboriginal Victorians in contact with the justice system. Legal and Client Services are co-located in this unit to drive an integrated, flexible and innovative approach to meeting client needs. The section liaises and networks with other Aboriginal organisations and works with stakeholders to reduce negative contact Aboriginal people have with the justice system.

In conjunction with Executive and Corporate Services this section also advocates for improved justice outcomes and prepares specialist advice on legislation change.



The Director, with the PLOs ensures all legal standards and CLC Risk Management guidelines are met. The PLO Tasmania Aboriginal Community Legal Service reports direct to the CEO but maintains a functional relationship with this section to ensure collegiate and professional support for delivery of high quality legal services. Similarly the Practice Manager Balit Ngulu reports to the CEO but maintains a functional relationship with this area.

About the position

Position Overview

VALS and Aboriginal Housing Victoria (**AHV**) jointly identified an opportunity to provide housing for a specific cohort who were unlikely to have family or community supports which would enhance their opportunity to divert away from the justice system altogether, and whose offending history was such that public and private rental opportunities were reduced. This cohort, who were likely classified as serious or violent offenders, were at heightened risk of returning to jail because of a fundamental lack of appropriate housing solutions.

VALS and AHV then determined that they would establish a safe and supported way for people to exit prison which provides confidence in housing for long enough to allow that person to engage with services and address any issues which may put them at risk of further offending.

VALS and AHV are committed to ensuring any programs or services developed in partnership are culturally supportive and responsive, developed, implemented, monitored and evaluated under Aboriginal community control and follow the principles of self-determination.

This position will be responsible for the development and implementation of strategic and operations service delivery policies and procedure that will provide directions for the day to day running of the Transitional Housing program. This post release support program provides support to people released from prison for a period of up to six months. The program will be provided in a culturally safe manner, supports the person in accessing services which will assist in resolving issues regarding housing, employment, education and training, family and community connectedness, health, alcohol and drugs, mental health and living skills.

1. Key Selection Criteria

- 1.1. A demonstrated knowledge of the Victorian legal system.
- 1.2. An understanding of the legal issues faced by Victorian Aboriginal communities.
- 1.3. An in depth understanding of the relationships between the VALS, government agencies and Koori organisations.
- 1.4. Demonstrated managerial skills and/or qualifications, including the demonstrated ability to deliver justice service programs.
- 1.5. Excellent written, verbal communication and interpersonal skills.
- 1.6. A commitment to and understanding of Victorian Aboriginal culture and community, and the ability to communicate effectively with members of those communities.
- 1.7. The ability to work in a multi-skilled environment.
- 1.8. Computer skills.



2. Key Duties and Responsibilities

- 2.1. Finalise the Service Delivery Model for the delivery and operations of the accommodation facilities.
- 2.2. Regularly meet and communicate with AHV and Corrections Victoria for the implementation of the service delivery model through developing the programs strategic and operations plans.
- 2.3. Develop and implement internal and external service delivery tools including:
 - 2.3.1. Policy and Procedures that support the service delivery of the program.
 - 2.3.2. Outline stakeholder engagement and their involvement for the program.
 - 2.3.3. Develop and provide a project plan that maps out the milestones leading into the operational stage for the women's facility.
 - 2.3.4. Intake and assessment template including risk management matrix,
 - 2.3.5. Transitional plan template.
 - 2.3.6. Development of dispute resolution process for complaints between.
 - 2.3.7. Client data collection tool and manual.
 - 2.3.8. Determination of measurements of 'success' or 'achievements' through the program (e.g. continued interaction with services; engagement in employment/education services; reconnection with family; development of life skills)
 - 2.3.9. Develop internal and external reporting templates.
- 2.4. Develop and implement appropriate professional development plans and performance management assessments for program staff.
- 2.5. Provide monthly progress reports to the Governance Group outlining program development and any arising issues to be addressed.
- 2.6. Represent VALS at various meetings and report back on those meetings to VALS management.
- 2.7. As directed, undertake other duties which are incidental and peripheral to the main tasks, provided that such duties are reasonably within the employee's skills, competence and training.

3. Mandatory

- 3.1. Qualification in Business or a related field and/or 4 years of experience in an equivalent role.
- 3.2. A current Victorian drivers licence.
- 3.3. A high level of responsibility and initiative.

4. Other Relevant Information

- 4.1. The employee, prior to commencement will need to disclose any pre-existing illness or injury that he/she knows about which could be reasonably foreseen to be affected by the described work duties.
- 4.2. Employee will need to provide or be willing to provide a National Police Check.

How to apply

Please send your Resume/ CV together with a Cover Letter which addresses the Key Selection Criteria to jobs@vals.org.au.