

Position Description



Title:	Diversity Case Manager
Business unit:	Child, Youth & Families, Goulburn North East cluster
Location:	Shepparton
Employment type:	Full-time, ongoing
Reports to:	Team Leader Youth Services

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7,000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support refugees and asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Position purpose

The Diversity Case Manager provides one-on-one support to people aged 10 to 25 years old in rural and regional areas surrounding and including Greater Shepparton.

Scope

Budget: nil

People: nil

Relationships

Internal:	<ul style="list-style-type: none">• Programs Manager – Child, Youth & Family Services• Team Leader – Youth Services• Other Uniting staff and volunteers
External:	<ul style="list-style-type: none">• Primary and secondary schools• LGBTI community groups• LGBTI health alliance• YACVIC• HEY funders / fellow HEY projects• Youth groups• headspace• Other non-profit organisations relative to clients in their residing areas

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Key responsibility areas

Service delivery:

- Provide intensive support to young people (aged 10-25) who identify as same-sex attracted or transgender and gender diverse, asexual, intersex or who are questioning, and are experiencing significant problems as a result thereof, including connection to resources for accommodation, family mediation / reconciliation, counselling, employment, education and training support, whose access to appropriate health, education and housing are impacted, or who, as a result of "coming out" have suffered relationship breakdown and or / discrimination.
- Providing support to young people who wish to raise awareness across the community about the harmful impact of homophobia, biphobia, transphobia, and intersexism on young people's health and wellbeing.
- Support and develop important collaborative partnerships with service providers including schools and agencies.
- Help young people feel safe to talk openly about their sexuality and gender with respect to their health, education or economic needs.
- Enhance young people's potential by supporting them to identify their own strengths and solutions to issues.
- Provide effective case work to young people and their families using a range of interventions including individual and family support, counselling and mediation.
- Provide an outreach model of casework (e.g. schools, shopping centres and other sites) delivering the service to young people in their environment.
- Provide information, referral and advocacy on behalf of young people and their families.
- Liaise with other professionals and other relevant services and supports to enhance outcomes for young people.
- Provide written documentation including the collection of data pertaining to youth services as requested by the Programs Manager.
- Participate in regular supervision sessions with line managers, and in program and wide agency activities.
- Attendance at after-hours weekday and weekend group activities.
- Deliver Diversity Group Work Models as required

Case work:

- Facilitate access to the service through the provision of an outreach model of practice where relevant.
- Empower young people by effectively assisting them to develop skills and strategies to address their own issues.
- Consult and collaborate with other professionals and services working with the young person.
- Raise themes identified through case work practice with the Program manager, particularly in relation to youth needs.
- Make (non-identifying) data available for the purposes of reporting and evaluation of service delivery, and for the information of identified advocacy and related support programs.

Referrals:

- Provide information, referral and advocacy for young people and their families.
- Maintain awareness of resources and services available to participants and their families.

Program development

- Participate in networks, forums and partnerships related to youth needs.
- Establish systems of intake with other organisations who meet or work with young people, such as schools, volunteer groups, community organisations and social service agencies.
- Collect, protect and maintain appropriate, accurate and up-to-date information on clients for the purposes of effective service delivery.
- Participate in the co-design and delivery of LGBTIQ+ specific services and programs.

Program accountability

- Consult with the Team Leader in relation to day-to-day operations.
- Maintain confidentiality and efficient and relevant program documentation.

Approved by: Programs Manager, CYF GNE	Page 2 of 4	Division: East Victoria
Date approved: December 2019	Printed copies of this document are not controlled.	Next review date: December 2021

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- Assist the youth team to provide timely statistical data and other reports required by Uniting and / or funding bodies to the Team Leader.
- Assist with program evaluation processes and participate in program and team reviews as requested.
- Participate in program and team meetings, and other Uniting forums.

Personal accountability:

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Person specification

Qualifications:

- A tertiary qualification in Social Work, Welfare, Education or Behavioural Sciences or the equivalent is highly desirable.

Experience:

- Demonstrated experience and interest in issues facing young LGBTIQ+ people and their families with the ability to support, resource and communicate effectively with them.
- Skills and experience in providing a range of services to youth and / or families.
- Demonstrated capacity to work with other key agencies to support disengaged young people who require a range of services such as drug and alcohol support and housing support.
- Demonstrated experience working with a range of disadvantaged groups.
- Well-developed administration and organisational skills, including strong literacy in Microsoft Word, Excel, Outlook, PowerPoint etc.
- Knowledge within the service area of potential barriers to young people engaging in education, training or full-time employment, and the individuals and groups experiencing such difficulties.
- Proven experience in developing and maintaining good teamwork to foster a positive working environment.
- Demonstrated capacity to provide effective case management services, particularly to young people.
- Well-developed report writing and administrative skills.
- Knowledge of counselling and case work practice issues would be an advantage.

Personal attributes:

- Excellent verbal and written communication skills.
- Ability to work independently and as a member of a multi-disciplinary team.
- Ability to optimise organisational resources and determine competing priorities.
- Excellent networking skills to ensure cooperative planning and working relationships are maintained with other agencies involved with young people and their families.

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Core selection criteria:

- Values alignment: the ability to demonstrate and authentically promote Uniting's values.
- Qualifications and experience as listed above.

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and / or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and / or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

Employee

Manager

Name:

Signature:

Date: