

Position Description



Title	Case Manager – Navigator Program
Business unit	Child, Youth and Families, Outer Eastern Melbourne
Location	185 Mt Dandenong Road, Croydon, and other locations as required
Employment type	Part time (60.8 hours per fortnight) Maximum term until 31 December 2022
Reports to	Team Leader – Navigator Program

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work 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.

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 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 work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (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

2. Position purpose

Drawing on the breadth of Uniting Vic.Tas' resources, together with our partners: Victorian Aboriginal Child Care Agency (VACCA) and Australian Childhood Foundation (ACF), our program will utilise a trauma informed, culturally safe assertive case management model to respond to challenges experienced by young people aged 12 – 17 years with the goal of re-engaging disengaged learners in education.

3. Scope

Budget: *nil*

People: *nil*

4. Relationships

Internal:

- Team Leader – Navigator Model
- Manager – Family Preservation and Reunification and Home Based Care
- Senior Manager – Child, Youth and Families
- Other Uniting staff members

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External:

- Department of Education and Training
- Child Protection
- Other Community Service Organisations
- Partner Organisations: VACCA and ACF

5. Key responsibility areas

Service delivery

- Provide case management, support and outreach to disengaged learners and their families.
- Work collaboratively with schools, training providers and other education institutions to identify and implement plans that are based on evidence-based practice.
- Undertake a comprehensive assessment of the disengaged learner using an individualised approach.
- Work collaboratively with young people and their families to develop education re-engagement plans
- Undertake session planning that articulates the intentional work to be done with the young person and their family/carer.
- Establish and lead a care-team to support the young person, including coordinating multidisciplinary services to address psychosocial/systemic disengagement factors. Examples of professionals who may be included are school support services, SFYS, LLENs, AOD, KESOs, mental health, Child Protection, family violence, CALD and housing services.
- Undertake ongoing analysis of the child's safety and wellbeing in the care of their family including an analysis of family functioning, capacity to parent and to make and maintain changes.
- Collaboration with service partners: Australian Childhood Foundation (ACF) and Victorian Aboriginal Childcare Agency (VACCA) including participation in joint meetings and co-location.
- Set goals and implement a plan that develops goals for all members of the care-team.
- Clearly detail activities in the Uniting Workbooks which remain with the young person and their family during and after the intervention.
- Develop interventions that are tailored to the family's level of skill and consider their individual learning styles and capacity to make changes.
- Participate in the Uniting model of care panel.
- Work respectfully with disengaged family's with reference to social, political, familial, and cultural restraints that impact on their parenting and family life.
- Ensure all work that is undertaken embodies the 'Advantage Thinking' model and approach.
- Liaise with other service providers and consultants and work collaboratively with the broader child, youth and families sector.
- Undertake administrative and data collection responsibilities.
- Provide support to other team members.
- Be accountable through supervision with the direct line manager.
- Ensure all practice adheres to DET and Uniting policies and standards.
- Maintain an individual case load and high standard of case file management including case notes and assessment documents within required timeframes.
- Other projects and duties as required.

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.

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- 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.

6. Performance indicators

- Quality and performance of programs and services
- Workforce performance and development
- Stakeholder engagement
- Risk management

7. Person specification

Qualifications and requirements

- Relevant tertiary qualification in Social Work, Psychology, Child Development/ Community Welfare, or other equivalent.
- Driver's license valid in Victoria.
- Ability to work flexible hours – Work hours are 9-5:06, but this role will at times require some flexibility to provide outreach appointments between 8am and 7pm at times to meet the needs of clients.

Experience and knowledge

- Experience working with family units, adolescents and parents with an understanding of the impacts of Mental Health, Drug and Alcohol, Family Violence, out-of-home care, Child Protection and child development.
- Demonstrated experience in risk assessment of families and adolescents.
- Demonstrated experience in working with schools and vocational training provider.
- Demonstrated understanding of child and adolescent developmental needs.
- Capacity and experience in planning and implementing appropriate interventions.
- Proven capacity to liaise appropriately with consultants and other professionals.
- Experience in building networking opportunities and representing organisational values in the community and professional settings.

Technical competencies

- Understanding of the 'Advantaged Thinking' framework.
- High level ability to actively engage with disengaged learners and families through the process of assessment and short term intervention.
- Demonstrated analytical skills with the ability to make assessments and recommendations objectively and accurately using a strength based approach.
- Proven creative and innovative approach to problem solving.
- Highly developed negotiation skills and ability to liaise with education providers and other services.
- Proficient with computer applications, typing and databases.

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- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander or CALD background, or the LGBTI community.
- Highly developed written communication and time management skills and with a demonstrated ability to complete case notes and reports in a professional and timely manner.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- **Personal Attributes:**
 - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.
 - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
 - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships.
 - Conscientious: Responsible, dependable, organised and persistent.
 - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.
 - Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries.

8. 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.