

# Position Description



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| <b>Title</b>           | Intake and Active Hold Practitioner – Navigator Program         |
| <b>Business unit</b>   | Child, Youth and Families, Outer Eastern Melbourne              |
| <b>Location</b>        | 185 Mt Dandenong Road, Croydon, and other locations as required |
| <b>Employment type</b> | Part time (60.8 hours per fortnight)   Maximum term (24 months) |
| <b>Reports to</b>      | 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.

This role will receive referrals from the Department of Education and Training (DET) and assess the suitability for the program. This position will also manage a waiting list of referrals and provide an active hold service to up to 55 cases.

## 3. Scope

**Budget:** nil

**People:** nil

## 4. Relationships

**Internal:**

- Team Leader – Navigator Model
- Manager – Family Preservation and Reunification and Home Based Care

|                              |   |                                 |
|------------------------------|---|---------------------------------|
| Approved by: Group Manager   | Page 1 of 4   | Division: South & East Victoria |
| Date Approved: December 2020 | Printed copies of this document are not controlled. | Next Review Date: December 2021 |

# Position Description

## Intake & Active Hold Practitioner – Navigator Model



- Senior Manager – Child ,Youth and Families
- Other Uniting staff members

### External:

- Department of Education and Training
- Child Protection
- Schools and training providers
- Other community services organisations

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## 5. Key responsibility areas

### Service delivery

- Receive referrals from DET and assess the suitability for the program.
- Work collaboratively with DET and Uniting leaders to develop effective processes to manage intake, assessment and active hold cases.
- Develop and maintain a waiting list which details important consumer information.
- Provide an active hold service to up to 55 disengaged learners who have been referred to the program. This includes maintaining contact via phone, completing outreach when required, attending care team meetings/liasing with relevant care team members and assessing suitability for active case management.
- Liaising with the Department of Education and Training (DET), school, families and other organisations when required to gather information for assessment.
- Assess risk to disengaged learners and their families.
- Maintain client records and databases.
- Undertake a comprehensive assessment of the disengaged learner using appropriate assessment tools (such as Uniting workbooks) utilising a creative and individualised approach.
- Refer the disengaged learner and their family to other services as appropriate.
- Collaborate with service partners: Australian Childhood Foundation (ACF) and Victorian Aboriginal Childcare Agency (VACCA) including the participation in meetings and co-location.
- Work respectfully with disengaged families with reference to social, political, familial, and cultural restraints that impact on their parenting and family life .
- Work under the 'Advantage Thinking' model and approach.
- Develop interventions that are tailored to the family's level of skill and take into account their individual learning styles and capacity to make changes.
- Participate in the Uniting model of care panel.
- Liaise with other service providers and consultants, and work collaboratively with the broader Child Youth and Families sector.
- Complete assessment documents within the required timeframes.
- Provide support to other team members.
- Be accountable through supervision with the direct line manager.
- Ensure that staff practice adheres to DET and Uniting policies and standards.
- Other 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.
- 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.

|                              |   |                                 |
|------------------------------|---|---------------------------------|
| Approved by: Group Manager   | Page 2 of 4   | Division: South & East Victoria |
| Date Approved: December 2020 | Printed copies of this document are not controlled. | Next Review Date: December 2021 |

# Position Description

## Intake & Active Hold Practitioner – Navigator Model



- 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.

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### 6. Performance indicators

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

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### 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 require some flexibility at times 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 providers.
- 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 effective networks and relationships and representing the organisation in the community and other professional settings.

#### Technical competencies

- Understanding of the 'Advantaged Thinking' framework.
- The ability to work with Uniting leaders and partners to develop appropriate systems and processes to deliver and effective and efficient intake, assessment and active hold service.
- High level of 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 the ability to liaise and develop strong relationships with education providers and other services.
- Proficient with computer applications, typing and databases.
- 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.

|                              |   |                                 |
|------------------------------|---|---------------------------------|
| Approved by: Group Manager   | Page 3 of 4   | Division: South & East Victoria |
| Date Approved: December 2020 | Printed copies of this document are not controlled. | Next Review Date: December 2021 |

# Position Description

## Intake & Active Hold Practitioner – Navigator Model



- 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.

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### 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.**

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|                              |   |                                 |
|------------------------------|---|---------------------------------|
| Approved by: Group Manager   | Page 4 of 4   | Division: South & East Victoria |
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