

Position Description

Title	Case Manager Navigator Program
Business Unit	Children, Youth and Families
Location	126 Raymond Street, Sale, Victoria 3147
Employment type	Maximum term contract (to 31 Dec 2024) - Part-time (60.8 hours per fortnight) - Parental leave cover
Reports to	Team Leader – Navigator Program

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 are 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

1. Position purpose

Drawing on the breadth of Uniting Vic.Tas' resources, together with our partner: The Australian Childhood Foundation (ACF), the Navigator 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 back into education.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Team Leader – Navigator Program

Position Description

Case Manager Navigator Program

- Senior Manager – Children Youth and Families
- Other Uniting staff members

External

- Department of Education and Training
- Child Protection
- Partner Organisations: GEGAC and ACF
- Other Community Service Organisations as required
- Education providers: TAFE, State Schools, Private Schools.

4. Key responsibility areas

Service delivery

- Provide case management, support and conduct assertive outreach to disengaged learners and their families in a proactive and consistent manner.
- 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 and support the young person's pathway back to education.
- Undertake planning that articulates the intentional work to be done with the young person and their family/carer based on ongoing assessment of strengths and barriers.
- Establish and lead a care-team to support the young person, including coordinating multidisciplinary services to address psychosocial/systemic disengagement factors, including driving care team accountabilities and ensuring agreed actions are completed in a timely fashion. 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.
- Make assessments and recommendations objectively and accurately using a strength-based approach.
- 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 partner: Australian Childhood Foundation (ACF).
- 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 families' 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 families 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 'Advantaged Thinking' model and approach.
- Liaise with other service providers and consultants, and work collaboratively with the broader child, youth and families' sector.

Administration

- Undertake administrative and data collection responsibilities.
- Provide support to other team members.
- Be accountable through supervision with the direct line manager.
- Maintain an individual case load and high standard of case file management including case notes and assessment documents within required timeframes.

Quality and risk

- Ensure all practice adheres to DET and Uniting policies and standards.

Position Description

Case Manager Navigator Program

- Maintain an individual case load and high standard of case file management including case notes and assessment documents within required timeframes.

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.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Relevant tertiary qualification in Social Work, Psychology, Child Development/ Community Welfare, or other equivalent

Experience

- 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 and lead discussion with consultants and other professionals.
- Experience in building networking opportunities and representing organisational values in the community and professional settings.
- Understanding of the 'Advantaged Thinking' framework.
- 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 LGBTIQ+ community.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.

Position Description

Case Manager Navigator Program

- **Child Safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
 - **Communication:** highly developed written communication and time management skills, demonstrated ability to complete case notes and reports in a professional and timely manner, open, honest, articulate and flexible approach to communication, ability to actively listen and change communication method dependent on audience, subject matter and situation.
 - **Interpersonal focus:** strong interest in people and respect for others. The ability to suspend judgement.
 - **Cooperative:** demonstrates team behaviours striving for co-operative, accountable 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.
-

6. 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 relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State 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.
