

# Position Description

<b>Title</b>	Active Hold & Intake Practitioner – Navigator Program
<b>Business unit</b>	Children, Youth and Families
<b>Location</b>	Outer Gippsland
<b>Employment type</b>	Part time   Ongoing
<b>Reports to</b>	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

Navigator Program is part of the Victorian Government’s Education Strategy and designed to reduce the number of vulnerable young people who disengage from mainstream education.

Navigator is a voluntary support program funded by the Department of Education (DE) to support disengaged young people (12-17 years of age) to overcome barriers and successfully re-engage with education. The program actively works with these young people providing assertive outreach and case management support to provide intervention and strategies for school / education re-engagement. This is facilitated by enhancing linkages to support services and professionals.

The Active Hold & Intake Practitioner will work within a multidisciplinary team of professionals to support young people who are experiencing challenges to engage in an education program.

The Active Hold & Intake Practitioner provides ongoing support and will:

- Engage and build rapport with young people who are on the Active Hold List
- Support Intake and Assessment of Young People into the Navigator Program
- Identify clients’ needs and opportunities for supports that can be implemented immediately whilst on the Active Hold list
- Ensure adherence to the Navigator Program Guidelines

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- Ensure accurate and timely completion of case notes, file & communication documentation and NDMS data entry
  - Develop and maintain relationships with Schools and education providers
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## 2. Scope

**Budget:** nil

**People:** nil

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## 3. Relationships

### Internal

- Navigator Team Leader
- Navigator Case Managers
- Senior Manager – Children, Youth & Families
- Other Uniting Staff Members

### External

- Department of Education Staff
  - Primary & Secondary Schools and other Education Organisations
  - Local Community Services Organisations
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## 4. Key responsibility areas

### Service delivery

- Work with students who have high needs and challenging behaviours (12 – 17 years)
- Liaise with schools and other education programs, key stakeholders and advocate on behalf of clients to optimise access to appropriate programs and services
- Provide support and strategies to the young person with their relationships with family and significant others
- Liaise with the broader community to facilitate linkage and ongoing supports to young people to maximise their life opportunities and develop further opportunities to build connections and program options
- Provide support for disadvantaged young people to develop work readiness and to access education, training and employment by assisting young people's knowledge of and access to a range of support options, including housing, drug and alcohol and mental health services, and other community supports
- Use strategies to engage and support students who have not responded to traditional interventions

### Administration

- Ensure that all relevant administrative procedures are followed
- Maintain adequate case records (both paper and electronic), prepare progress reports, reports for case planning and case review meetings as required and on identified templates from DE and Uniting
- Report on student progress as necessary
- Ensure that statistical data is collected and forwarded as requested
- Record engagement and educational plans as required

### Program development

- Positively promote the program, and other programs within the Wellington and East Gippsland regions to young people, the community, schools, training organisations, and employers

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- Liaise and maintain respectful and productive relationships with other stakeholders including DE, schools and other agencies in the Wellington and East Gippsland regions including case managers, care providers, teachers and other professionals involved with students regarding Individual Education Plans, attendance, behavioural issues and student wellbeing
- Work collaboratively with all service providers involved with each participant within the program
- Develop working relationships and maintain links with other Uniting program areas
- Participate and contribute to team meetings, and organisational meetings as required

#### Other

- Be willing to work flexible hours as determined by the demands of the position
- Attend all required training sessions provided by the organisation and be actively involved in any other training session as directed
- Actively participate in Supervision in accordance with Uniting's policies and procedures
- Other duties as required

#### Organisational responsibilities

- Contribute as an effective team member to enable identified projects, objectives and work outcomes to be achieved
- Provide quality customer service and assistance at a high professional standard to a range of stakeholders including, but not limited to, the community and Uniting staff
- Build and maintain positive working relationships within Uniting and with stakeholders, demonstrating commitment to diversity and a positive work culture
- Use Uniting's administrative and computer systems in line with policies, procedures and divisional work practices
- Work productively with information while observing the principles of confidentiality and professional practice as outlined in the Code of Conduct
- Exercise good judgement, discretion and problem solving skills
- Achieve objectives and work outcomes within established timelines by setting priorities, planning, organising and communicating workloads effectively

#### 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

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## 5. Person specification

### Qualifications

- A tertiary qualification in Community Services, Education, Social Work or similar

### Experience

- Experience within a school setting (Desired)
- Lived Experience with Rural Victoria (Desired)
- Knowledge of the Community Services Sector
- Demonstrated experience in outreach support and/or case management with young people, particularly young people who are disengaged from education and socially isolated or at risk aged between 12- 17 years

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
  - **Child Safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
  - **Stakeholder engagement:** demonstrated ability to engage, negotiate and advocate with local partners and education and training organisations; ability to liaise effectively with local schools and the Department of Education and other key educational professionals and their services
  - **Computer skills:** high level of computer literacy
  - **Customer focused:** demonstrated capacity to understand, work and support young people, their family and networks within a community environment; demonstrated experience in the development of programs, activities, group work and support networks for young people
  - **Communication:** good written and verbal communication skills and ability to continue to develop these skills, experience in report preparation and maintenance of case notes
  - **Interpersonal skills:** good interpersonal skills and ability to work effectively in a team
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## 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.**