
About Us

Anglicare Victoria works with children, young people, individuals, and families. We prevent harm and empower people to overcome challenges and achieve their full potential.

We believe in families and know that with access to the right support every family can grow and achieve their goals.

We work with families towards positive change. Whether it be a helping hand in a time of crisis or providing longer-term support and care. We partner with local communities, the private and public sectors, and our donors to deliver better results.

Supporting tens of thousands of Victorians every year, our 2000+ staff and volunteers operate from more than 90 sites across the state, as well as delivering assistance online, at home and in the community. We are Victoria's largest provider of Out of Home Care and Family Services, and one of Australia's most innovative agencies in working with vulnerable children youth and families.

Youth Services

Youth Services provides a range of Programs and Services within the Community to support young people in respect to developing connections within the community to supports and local groups, supporting young people to develop independent living skills, work with young people who have experienced the youth justice system and or homelessness. The Programs range across the state but include some of the following Programs, Adolescent Case Management Services, Adolescent Support Program (ASP), Better Futures, COMPASS, Early Intervention, Finding Solutions, Aboriginal Youth Justice, Outreach and Transitional Housing, ReBoot, Support to Adolescents & Relationships, The Garage, Youth Homelessness Services, Youth Justice Community Support Service, Youth Justice Group Conferencing etc. All our Youth Services are aimed to deliver better outcomes to young people in our community that require supports to live independently and gain life skills for better futures.

Position Specifications

The below outlines some specifics about the position:

Service Stream/Function:	Youth Services
Program:	Navigator
Reports To:	Team Leader or similar
Direct Reports:	Nil
Internal Stakeholders:	All relevant stakeholders to enable continual improvement to the design and implementation of our service delivery model.
External Stakeholders:	Clients, Department Families, Fairness and Housing, Department of Education, Partnership Organisations, Funding Bodies, Families, Community Organisations and Local Community.
Classification:	SCHADS Level 6

About You (Key Selection Criteria)

Qualifications/Licences

Required:

- A relevant tertiary qualification at degree level in Social Work, Psychology, Early Childhood Specialist, Occupational Therapy, or related behavioural sciences, or appropriate specialist experience including lived experience.
- Full Victorian Drivers Licence.

Desirable:

- N/A

Knowledge and skills

- Significant experience in case management of young people, families and/or significant others especially in relation to school re-engagement.
- Significant experience in using a range of strategies in working with young people and families/carers around family issues such as abuse, family breakdown and family relationships.
- Clear understanding and application of adolescent development processes for working with individuals and groups.
- Knowledge and experience in working with in a specialist area (or lived experience) in providing services to clients and sharing knowledge to build team understanding in respect to one of the following speciality areas or similar I.e.:
 - Aboriginal families, young people, leveraging organisational and community cultural services to build cultural knowledge and connection
 - LGBTIQIA+ and gender questioning young people, their families and/or significant others,
 - CALD communities, networks, and support services
 - Mental Health
 - Family Violence.
- Excellent organisational and time management skills, prioritising competing demands and ability to operate under limited direction.
- Clear understanding of the operations of school environments and educational policy.
- Excellent written and oral communication, negotiation and liaison skills and the ability to work with government and non-government organisations, community groups and clients' families/networks.
- Ability to work both independently and as a member of a team, and to take an active role in contributing to program development, implementation, and evaluation.
- Ability to mentor and support less experienced team members and make connections across the organisation and with external parties to improve outcomes.

Personal Qualities

- **Teamwork and collaboration:** ability to support and promote a positive team culture of collaboration, inclusiveness and respect.
- **Resilience:** the ability to maintain best practice while working under challenging circumstances such as working with those exposed to significant trauma.
- **Initiative and accountability:** be proactive and self-starting, seize opportunities and act upon them, take responsibility for own actions.
- **Initiative and responsibility:** identify and share ideas for improvement with the team to increase effectiveness of how we work collectively and individually and take responsibility for own work and actions.

- **Self-Development:** the desire to continually develop, inquire and learn through on the job experiences, exposure through participating in events, mentoring and education.
- **Drive and commitment:** ability to lead with best practice and set a high standard; motivated and positive approach to new challenges.

Your Contribution (responsibilities)

The key contributions in the role are outlined below:

Role specific

- Undertake case management and referral for young people and their families and/or carers, with the specific aim of supporting young people to recognise their strengths and share their educational aspirations as well as their barriers to re-engaging with education in line with operational Navigator guidelines.
- Provide advice, support and specific intervention to families or care givers who provide direct day to day care of young learners, on managing challenging and difficult behaviour.
- Work alongside the young person, family, school, services providers etc to develop a school Re-engagement Plan to assist the young learner back into mainstream education.
- Prepare and develop reports, case notes, safety plans and provide advice and recommendations for client case plan meetings, reviews, and referrals, and client court appearances.
- May undertake intake, assessment and active on hold for new referrals and/or co-ordinate referrals, based on geographic footprint of the services to support program outcomes in a more effective manner.
- Utilise and engage the support of AV specialist Programs and/or Practitioners to support young people, families and carers in respect to their cultural, and unique challenges I.e., Buldau Yioohgen Program working with the BY mob for cultural support and culturally lead programs under the guidance of AV Cultural Advisors and connecting into activities, camps etc.,
- Work collaboratively with specific educationally orientated service providers including coordinating or supporting multi-disciplinary teams and services to address psychological/systemic disengagement factors e.g., school support services, mental health, Child Protection, family violence and housing etc.
- Support employees develop their knowledge and capability in working with young people and families utilising your specialist area knowledge and experience including providing guidance, insights, and advice. I.e., Aboriginal, CALD, Family Violence, Mental Health etc.
- Actively participate in the development, implementation, monitoring and evaluation of the Program with the Team.
- And take on a supervision role in respect to student placements as the opportunity presents.
- Providing day to day support to the Team Leader in supporting the effective delivery of services, including managing escalated issues from clients or key stakeholders, assigning, and reviewing workloads, supporting capability development for the team, supporting governance requirements including audits and following up on operational issues delegated by the Team Leader.
- Providing leadership through undertaking case reviews and the development of case studies to demonstrate impacts and maybe asked to support the analysis of data and identify themes across the program/s to support ongoing improvements and advocacy at a collective level for consideration.
- Contribute to the drafting of reports and undertake evaluation on service in consultation with the Team Leader or Program Manager, utilising data available, client or carer stories and environmental themes/issues impacting or contributing to services or client's presentation for services.
- Proactively engaging with other service providers and agencies in order to promote integration of the service in the community and also to enable the development of best practice in the field.
- Represent the organisation at external forums and/or meetings as requested.
- Applying sound decision making in respect to day-to-day program requirements.

General

- Ensure familiarity and compliance with all governance, policies and procedures.
- Adhere to all legislation, program requirements and relevant procedures relating to service provision.
- Undertake mandatory training within the required timelines. Participate in other training and development opportunities to ensure all necessary qualifications, skills, certificates and clearances are obtained to meet the position requirements.
- Maintain appropriate and accurate case notes, records, reports and data-input, in line with the service area and function/position requirements.
- Attend client meetings, team meetings, workshops and conferences, as required.
- Ensure privacy and confidentiality is upheld at all times.
- Professionally represent AV and our services at forums, meetings and training with external agencies.
- Contribute to the development of continuous improvement and initiative strategies.
- Embrace and utilise new ways of working to enhance collaboration, effectiveness and outcomes.
- Individuals may be required to undertake reasonable travel, as part of their position or duties.

Our Commitment to Health, Safety & Wellbeing

AV is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

All AV employees, contractors and volunteers are required to:

- take reasonable care for themselves and others who may be affected by their acts or omissions
- contribute to, and be involved in, the organisation's ongoing management of health and safety activities, including consultation
- follow all workplace health and safety policies and procedures implemented
- participate in relevant health and safety training and inductions based on roles and responsibilities.

Our Commitment to Inclusion

AV strives to be an inclusive, safe and responsive organisation that promotes diversity and actively supports inclusion for people and communities identifying as, but not limited to Aboriginal and Torres Strait Islander, LGBTIQ+, people with disabilities, people from diverse cultural, racial and linguistic backgrounds, people of all ages, people with caring responsibilities, and people with diverse religious beliefs or affiliations and people with lived/living experience of services similar to those delivered by AV.

All AV employees, contractors and volunteers are required to:

- take reasonable care to respect differences, to foster a workplace that is safe, healthy, positive, supportive, and free from all forms of harassment, bullying and discrimination.
- undertake all interactions with clients, families and co-workers in a culturally sensitive manner and take appropriate account of cultural, racial and linguistic diversity.
- address any unacceptable behaviour witnessed or experienced within the workplace directly with the individual/s responsible, if safe to do so or report to a relevant Supervisor or Manager.
- participate in and contribute to training, events and learning opportunities to celebrate differences, increase awareness and understanding of diversity, equity, and inclusion; and
- raise concerns and or complaints in a constructive manner, including identifying possible solutions.

Our Commitment to Child Safety

AV is committed to protecting children and young people from all forms of harm and abuse.

As an employee you are required to report any concerns raised by, or on behalf of, children and young people in accordance with mandatory reporting, reportable conduct, and incident management procedures. Everyone at AV has a role to play in keeping children and young people safe.

Employment Screening and Required Certificates

Anglicare Victoria conducts safety screening practices for all preferred applicants. Safety screening must be satisfied prior to formal offers of employment being made and must be kept current to ensure ongoing employment. These include but are not limited to:

- an Australian Criminal History Check,
- an International Criminal History Check for those who have lived outside of Australia for longer than 12 months within the last ten years,
- a Current Employee Working with Children Check,

The responsibilities listed within this document have been identified as the primary functions of the position. Additional responsibilities not listed may be required; these may change from time to time to reflect the needs of our clients and the service but will remain at the same level of responsibility aligned to this position.