

CASE MANAGER - POSITION DESCRIPTION

NAVIGATOR

WESTERN REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Case Manager (CALD and Family)
Program	Navigator
Classification	SCHADS Award Level 6 (Social Worker Class 3) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Part Time
Hours per week	30.4hrs, 4 days
Duration	Fixed Term
Fixed term end date	31 December 2020 (2 days fixed term, 2 days parental leave replacement)
Location	Werribee (servicing Western Melbourne Area)
Reporting Relationship	This position reports directly to Navigator Team Leader Western Melbourne Area
Effective date	January 2020

Overview of program

Funded by the Department of Education, Anglicare Victoria (AV) and the Brotherhood of St Laurence (BSL) will deliver an aspirational, multi-disciplinary pilot Navigator program in Western Melbourne to assist disengaged learners to re-connect back into education and learning.

The target group for the program is learners aged 12-17 who have been absent from school for 70% of the last term.

AV and BSL's Navigator will deliver an innovative, research-informed program to assist disengaged learners in the Western Melbourne area. The partnership:

- Utilises assertive outreach to re-engage students to mainstream schools or (if necessary) alternative educational pathways utilising comfortable settings (home, café, etc.)
- Supports long-term re-engagement by addressing barriers to learning and participation. Re-engagement plans include goal setting, personal growth, actions and supports.
- Coordinates multidisciplinary services to address psychosocial/systemic disengagement factors. E.g. school support services, SFYS, LLENs, AOD, KESOs, mental health, Child Protection, family violence and housing.
- Provides Post-enrolment monitoring will be provided to stem cyclic school breakdown that predicts unemployment and poor life outcomes.

Position Objectives

1.	Provide specialist case management services to young people who have disconnected from school, their families and/or carers and schools, to identify and alleviate any barriers to young people participating in mainstream education.
2.	Work collaboratively within a multi-disciplinary case management and intake/assessment team offering specialist experience working with CALD and families.
3.	Develop an education support plan to re-engage and maintain school attendance.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Maintain an appropriate case load and provide case management services for young people and their families and/or carers with the specific aim of school reengagement. This will be achieved by recognising the young persons' strengths/aspirations as well as understanding their barriers to re-engaging with mainstream education.
2.	Engage and support young people back to school using active outreach intervention and case management techniques.
3.	Contribute to the development of a school reengagement plan to assist the young learner back into mainstream education. The operationalising of the plans will specify objectives of intervention, which are determined in collaboration with the young person and relevant others, anticipated timelines and the tasks/responsibilities necessary in their achievement.
4.	Develop and maintain a professional and respectful working relationship with young people, their families, schools and community and educational services (which may include: Family Services, Child Protection, Youth Justice, CALD services, LOOKOUT, LLEN's & SFYS).
5.	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.
6.	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.
7.	Participate in the development, implementation, monitoring and evaluation of the program.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	<ol style="list-style-type: none"> 1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist, Occupational Therapy and/or related behavioural sciences at degree level with substantial experience; or a lesser qualification with demonstrated experience and skills to perform at this level.
	<ol style="list-style-type: none"> 2. Ability and experience in case management of young people, families and/or significant others in relation to school re-engagement. Knowledge of school environments and educational policy. Experience working with CALD young people and families is required.
	<ol style="list-style-type: none"> 3. Ability to achieve positive outcomes by using a range of strategies in working with young people presenting with challenges such as: family issues, mental health, trauma, financial stress, AOD, intellectual disabilities.
	<ol style="list-style-type: none"> 4. Excellent communication skills with the ability to work with government and non-government organisations, community groups and clients' families/networks.
	<ol style="list-style-type: none"> 5. Ability to work both independently and as a member of a team, and to contribute to program development, implementation and evaluation.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

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

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
