

Position Description

Title	Team Leader - Navigator Program
Business unit	Child, Youth and Families, Eastern Melbourne
Location	160 Whitehorse Road, Blackburn, VIC 3130
Employment type	Full time Maximum term
Reports to	Manager

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

1. Position purpose

The Navigator Program is a school re-engagement service for young people aged 12-17 years who are experiencing chronic and significant school disengagement. Young people referred to the program present with complex barriers to educational engagement and have not responded to school-based interventions.

Drawing on the breadth of Uniting Vic.Tas' resources, together with our partners: Victorian Aboriginal Child Care Agency (VACCA) our program utilises 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.

The Team Leader supervises and supports the Uniting Navigator team, as well as working alongside Department of Education (DE), VACCA and Uniting's Leadership team to develop systems and processes for the program. The Team Leader ensures that the program is operated in accordance with service and quality standards, program targets, DE service agreements and organisational policies. The Team Leader develops and sustains a culture of innovation and best practice.

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2. Scope

Budget:

\$1.1M (approx.)

People:

- Case Managers
 - Intake and Assessment practitioner
 - Active Hold Practitioner
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3. Relationships

Internal

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

External

- Department of Education and Training
 - Child Protection
 - Other Community Services Organisations
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4. Key responsibility areas

Leadership and professional practice

- In collaboration with Uniting leaders and partner organisations, lead the development of systems and processes to ensure the Navigator program runs effectively and efficiently
- Create a culture that encourages innovation to continually improve service delivery using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs
- Implement a consistently high quality, consumer-centred and culturally competent program
- Ensure that regular, appropriate supervision and reflective practice is provided across the program and that service delivery reflects contemporary practice
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant)
- Contribute as directed to research, conferences, training and/or forums
- Supervise workloads and workflows and ensure consumers receive timely and appropriate services

Service delivery and partnerships

- Work collaboratively with partner organisations and schools, training providers and other education institutions to plan, develop and implement the program
- Ensure all Navigator Team Members are providing effective services to disengaged learners and families and undertake direct service work when team members are on leave
- Work collaboratively with the team to ensure children and families are provided with innovative education re-engagement plans

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- Ensure Case Managers are undertaking comprehensive assessments of disengaged learners using appropriate assessment tools and utilising a creative and individualised approach
- Collaborate effectively with service partners: Victorian Aboriginal Childcare Agency (VACCA), including participation in meetings and co-location as appropriate
- Develop and maintain a culture where the team works respectfully with disengaged young people and families with reference to social, political, familial, and cultural restraints that impact on their parenting and family life
- Embed a culture of innovation and ensure all team members are utilising a strengths based model and approach
- Liaise with other service providers and consultants, and work collaboratively with the broader child, youth and families sector
- Undertake administrative and data collection responsibilities and ensure service targets are met
- Be accountable through supervision with the direct line manager
- Ensure that staff practice adheres to DE and Uniting policies and standards
- Ensure a high standard of case file management including case notes and assessment documents within required timeframes.
- Implement continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes
- Provide information to support business development activities (e.g. tender applications) and opportunities leveraging partnerships where possible
- Collect and analyse data and other relevant evidence to support continuous improvement, staff development and business development purposes
- Lead local incident and disaster emergency response, as required
- Ensure the voice and lived experience of young people is heard and acted upon, and that a family and carer inclusive approach is adopted
- Ensure staff provide individualised, consumer-centric services using relevant best practice frameworks, models and tools
- Other projects and duties as required.

People

- Provide authentic team leadership to the paid and unpaid workforce, and maintain the highest level of professional conduct in alignment with Uniting's values, policies and procedures
- Lead, motivate, coach and inspire an engaged, capable, consumer-centric and productive workforce to achieve positive consumer and community outcomes
- Be a champion for employee engagement to develop and sustain a positive workplace culture
- Model, promote and maintain a positive, respectful and enthusiastic work environment
- Provide support, guidance, coaching, leadership and empowerment to the team including constructive feedback through regular supervision and performance reviews.

Legal requirements, risk and financial management

- Ensure all legal, funding, compliance and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting (child safety) and mandatory case practice requirements; and proactively develop, implement and review contingency plans, if required
- Contribute to annual budget development for the Navigator Program and support monitoring and management of financial and human resources to achieve optimal service outcomes, efficiency and sustainability
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required

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- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures
- Provide regular reports on required service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required
- Implement and monitor appropriate information and record keeping, case reporting, document storage and retrieval processes and ensure systems are in place and maintained in line with knowledge management procedures
- Ensure brokerage expenditure promotes optimal consumer and/or community outcomes within allocated budget.

Administration

- Assist the Intake Practitioner to manage intake processes effectively, and allocate, refer (if relevant) and close cases in a timely and appropriate manner in accordance with program guidelines and requirements
- Develop, implement and evaluate policies, procedures and systems that underpin and support positive program and service outcomes
- Ensure appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures
- Manage task allocation in accordance with strategic and operational priorities and staff members' individual workloads.
- Assist Manager to provide regular reports on service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, 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
- 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:

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- 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. Performance indicators

- Quality and performance of programs and services
 - Workforce performance and development
 - Stakeholder engagement
 - Ability to meet program requirements
 - Ensure the team meet service targets
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6. Person specification

Qualifications

- Bachelor level degree in social work, psychology, social science or a related discipline (required).
- Current Victoria Drivers (licence required).

Experience

- Experience in developing and leading complex programs/services in the delivery of high quality, consumer- and/or community-centric services
- Demonstrable supervisory experience preferably in the children, youth and family sector
- Knowledge of family services, child protection and/or out of home care, including relevant legislation and regulations
- Understanding of the barriers experienced by disengaged learners
- Proven ability to develop strong relationships with key stakeholders and develop and implement a new program initiative
- Knowledge and understanding of trauma informed and culturally competent practice, including knowledge and application of therapeutic parenting practices
- Demonstrated ability in leading others to achieve positive results.
- Demonstrated ability in developing a new program or initiative
- Ability to support and provide effective supervision (both formal and informal) to a team
- High level ability to actively engage with disengaged learners and families through the process of assessment and 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 ability to liaise 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 LGBTIQ+ community
- 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
- 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 with consultants and other professionals
- Experience in building networking opportunities and representing organisational values in the community and professional settings
- 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

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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
- **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.
- **Leadership:** knowledge and skill in leading and managing people within a complex service delivery environment; ability to build strong, high functioning teams and align teams with the organisational values and goals; role modelling expected behaviour
- **Consumer-centricity:** extensive experience applying a consumer-centric, trauma-informed and culturally competent approach to case work; supervisory approach which privileges the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families and their informal/formal support network to achieve optimal, sustainable outcomes
- **Communication:** high level written and oral communication skills; ability to conduct presentations and prepare high quality reports
- **Relationships:** track record of being able to form positive, collaborative and **effective** relationships with staff; ability to engage, build and maintain strong, mutually beneficial relationships with a diverse range of external stakeholders; negotiation and influencing skills including cross-culturally
- **Change management:** demonstrated experience in leading successful change in collaboration with staff.

Other requirements

- Ability to work flexible hours – Work hours are 9-5:06, but this role will require some flexibility to provide outreach appointments between 8am and 7pm at times to meet the needs of clients
- Legal eligibility to work in Australia
- Current Victorian Driver's Licence
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children Check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

7. 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.