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### 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.

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### 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.

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### 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 5

## About You (Key Selection Criteria)

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### Qualifications/Licences

Required:

- A relevant tertiary qualification at Associate Diploma level in Social Work, Psychology, Early Childhood Specialist, Welfare, Occupational Therapy and/or related behavioural sciences. Or significant experience in a related field to carry out the functions of this role.
- Full Victorian Drivers Licence.

Desirable:

- A relevant tertiary qualification at Degree level in Social Work, Youth Work, Psychology, Early Childhood Specialist and/or related behavioural sciences.

### Knowledge and skills

- Ability and experience in engaging and supporting young people & their families presenting with a complexity of issues and encouraging them to access further assistance as required.
- Sound 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 engage with young people and families over the phone to identify barriers to education and provide initial assessments around family issues such as abuse, family breakdown and family relationships
- Knowledge of service supports available to assist young people and their families (Knowledge of the social demographics and community services within the Area is useful but not essential).
- Demonstrated experience in case management of young people, families and/or significant others especially in relation to school re-engagement.
- Ability to use a range of strategies in working with young people and families/carers around family issues such as abuse, family breakdown and family relationships.
- Knowledge of adolescent development processes for working with individuals and groups.
- Well-developed organisational and time management skills, and ability to set priorities, prioritising competing demands and work under general supervision.
- Knowledge of school environments and educational policy and relevant youth mental health services.
- Ability to self-reflect take on board feedback and use supervision opportunities to improve one's practice and leadership.

### 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)**

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The key contributions in the role are outlined below:

#### **Role specific**

- Provide professional and respectful initial intake and assessment with parents or carers and young people as appropriate, to identify barriers and strengths and make initial plans with young people and their families around participating in education.
- Provide active hold assistance and conduct intake assessments for young people waiting for support to re-engage back into mainstream education, make appropriate referrals, and follow up in relation to issues identified at this point and provide differential support to young people / families who are being managed through active hold.
- Provide advice, support and specific intervention to families or care givers who provide direct day to day care of young people, on managing challenging and difficult behaviour.
- Provide phone/office based active hold for young people with the specific aim of supporting the referral until case management can be provided.
- Complete referral in a timely manner including all relevant information and as required providing appropriate guidance and supports, to provide a seamless experience for the client from intake to case management.
- Provide appropriate referral information and/or make direct referrals for other support services available.
- In conjunction with the Team Leader, develop and maintain connections with external youth mental health service providers in the area of operation. This is aimed at developing procedures around ensuring that Navigator clients are able to access the most relevant mental health services to their needs in a timely manner.
- Develop and maintain a professional and respectful working relationship with young people, their families, schools, and referrers (which may include Family Services, Child Protection, Youth Justice, CALD services, LOOKOUT, Health Services).
- Utilise various systems required for the delivery of the Navigator Program and complete reporting tasks as directed.
- As required provide case management services to a small number of cases to young people, their families and/or carers and schools, to identify and alleviate any barriers to young people participating in education with appropriate supports from more experienced Case Managers.
- Where appropriate prepare relevant reports and ensure all documentation meets operational requirements and contribute to the development, implementation, monitoring and evaluation of the program.
- Work collaborative and productive working relationships with current and potential stakeholders and partners, both internally and externally.

#### **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**

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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**

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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, LGBTIQA+, 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**

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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

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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.