

# CASE MANAGER – LGBTQIA+ YOUTH 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.

At Anglicare Victoria we care about our employees in the same way that we care about our clients. We support and encourage our employees with a wide range of professional and personal opportunities to strengthen their overall well-being.

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.



## Position details

<b>Position Title</b>	Case Manager – LGBTQIA+ Youth
<b>Program</b>	Navigator
<b>Classification</b>	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)
<b>Engagement</b>	Full Time
<b>Hours per week</b>	38
<b>Duration</b>	Fixed Term
<b>Fixed term end date</b>	31 December 2023 (with the possibility of funding extension)
<b>Location</b>	Office based at Anglicare's Werribee Office Outreach role– servicing Western Melbourne area
<b>Reporting Relationship</b>	This position reports directly to the Team Leader Navigator- Western Region
<b>Effective date</b>	August 2022

## 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.

The AV and BSL's Navigator 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. Reengagement plans include goal setting, personal growth, actions and supports.
- Coordinates multi-disciplinary services to address psychosocial/systemic disengagement factors. E.g. school support services, SFYS, LLENs, AOD, KESOs, mental health, Child Protection, family violence and housing.
- Conducts post-enrollment monitoring provided to STEM cyclic school breakdowns that predicts unemployment and poor life outcomes

## Position Objectives

1.	Provide expertise and knowledge in the area of best practices in supporting young people who identify as LGBTQIA+. Working alongside the young person, while also assisting families and/or carers in the identification and alleviation of any barriers relating to the young people participating in education and encouraging re-engagement of learners into schooling.
2.	Utilising approaches inspired by 'Advantage Thinking' practice in the reflection of excellent engagement and strong liaison skills essential to building an extended support team around the student; including but not limited to schools, mental health services, allied health, disability, family services, child protection, OoHC, working proactively together.
3.	Work collaboratively within a multi-disciplinary Navigator team, comprising case managers who bring expertise in other areas: Youth, Family, Learning & Education, Disability, Aboriginal and Torres Strait Islander, OoHC, CALD and YJ - Care Managers, the Youth Counsellor, Education Specialist and Groups Facilitator, Intake and Assessment Workers & the Team Leader. Contributing LGBTQIA+ expertise advice, where all team members support and inform each other utilising their respective expertise to develop tailored individual client School Re-engagement Plans, with the ultimate goal to maintain school attendance.

## Key responsibilities


The key responsibilities include but are not limited to:

Focus on the day-to-day duties:

1.	Maintain a client caseload, as determined by the Team Leader. Provide a respectful and professional case management service for young people, families and/or carers with the specific aim of identifying barriers to young people re-engaging with education.
2.	Work closely alongside the young person, family, school, services and other stakeholders to develop a school Re-engagement Plan for assisting the young learner back into education.
3.	Participate in the development, implementation, monitoring and evaluation of the program and the program's outcomes.
4.	Work co-operatively with specific educationally oriented service providers such as LOOKOUT, LLEN's & SFYS as part of the overall team, where appropriate.
5.	Work as part of a team and participate in team meetings, collaborative work opportunities and case evaluation activities.
6.	Prepare and develop reports, case notes, and safety plans. Provide advice and recommendations for client case plan meetings, reviews, referrals, and client court appearances.
7.	Other duties as required.

## Key Selection Criteria

What you are looking for in your successful applicant in terms of nonnegotiable qualifications or experience:

 <p><b>Role Specific</b></p>	<p>1. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.</p>
	<p>2. Resilience in working with and supporting clients who have been exposed to trauma.</p>
	<p>3. Demonstrated knowledge of the LGBTQIA+ community and the barriers they may face, specifically relating to young people.</p>
	<p>4. Ability and experience in case management with LGBTQIA+ and gender questioning young people, their families and/or significant others and to contribute to the development, implementation, monitoring and evaluation of student Re-engagement plans.</p>
	<p>5. Excellent written and oral communication, negotiation and liaison skills and an ability to work collaboratively with internal and external stakeholders.</p>
	<p>6. Knowledge of school environments and educational policy.</p>

## 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.

## 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 and an Employment Working with Children Check prior to commencement.
- A current Victorian Driver's license is essential.
- In line with Anglicare Victoria's Covid 19 Vaccination Policy all staff, students and volunteers are required to provide evidence of full vaccination against Covid-19 or provide a valid medical exemption. This requirement may be amended from time to time in line with Anglicare Victoria Policy or as directed by Chief Health Officer.

## Acceptance of Position Description requirements

To be signed upon appointment

### Employee

Name:

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Signature:

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Date:

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