

# CASE MANAGER - ABORIGINAL YOUTH & FAMILY FOCUSSED 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

<b>Position</b>	<b>Case Manager – Aboriginal Youth &amp; Family Focussed</b>
<b>Program</b>	Navigator
<b>Classification</b>	SCHADS Award Level 6 (Social Worker Class 3)
<b>Hours</b>	Part Time
<b>Hours per week</b>	30.4
<b>Duration</b>	Fixed Term
<b>Fixed term end date</b>	31 December 2022
<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 Team Leader Navigator- Western Region
<b>Effective date</b>	January 2021

## 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 innovative, research-informed program to assist disengaged learners in the Western Melbourne area. The partnership will:

- Utilise assertive outreach to re-engage students to mainstream schools or (if necessary) alternative educational pathways utilising comfortable settings (home, café, etc.)
- Support long-term re-engagement by addressing barriers to learning and participation. Reengagement plans include goal setting, personal growth, actions and supports.
- Coordinate 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.
- Post-enrolment monitoring will be provided to stem cyclic school breakdown that predicts unemployment and poor life outcomes

## Position Objectives

1.	The position portfolio exists to bring expertise in the Aboriginal Youth & Family case management area to the team. Working alongside the young person, this specialist case management senior worker will also assist families and/or carers to identify and alleviate any barriers to young people participating in mainstream education.
2.	The primary goal of the position is to best support families and or carers to take positive steps to encourage re-engagement of learners back into mainstream stream schooling
3.	This position is expected to work collaboratively within a multi-disciplinary team, comprising case managers who bring expertise in other areas: Learning Support Workers, CALD case managers, Youth & Family Case managers, Intake and Assessment Workers, Groups Facilitator, Youth Counsellor & the team leader. All positions will support and inform each other to develop individual client School Re-engagement Plans with the ultimate goal to maintain school attendance.

## Key responsibilities

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

1.	Maintain a client case load, as determined by the Team Leader, a 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 mainstream education.
2.	Alongside the young person, family, school, Aboriginal services and others to develop a school Re-engagement Plan to assist the young learner back into mainstream education.
3.	Participate in the development, implementation, monitoring and evaluation of the program.
4.	Where relevant to work co-operatively with specific educationally oriented service providers such as KESOs, LOOKOUT, LLEN's & SFYS as part of the overall team.
5.	Work as part of a team and participate in team meetings, joint work opportunities and case evaluation activities.
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.	Other duties as required.

## Key Selection Criteria

Aboriginal and Torres Strait Islander people are encouraged to apply for this position.

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><b>Role Specific</b></p>	1. Extensive experience working with and knowledge of Victoria's Traditional Owners and Aboriginal people and communities, their culture values, protocols and other issues relevant to Aboriginal communities.
	2. A relevant tertiary qualification in Social Work, Psychology, Early Childhood Specialist and/or related behavioural sciences at degree level with substantial experience is desirable; 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 will also be accepted.
	3. Ability and experience in case management with young people, families and/or significant others and to contribute to the development, implementation, monitoring and evaluation of student Re-engagement plans.
	4. 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.
	5. Knowledge of school environments and educational policy

## 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: \_\_\_\_\_