

# Position Description: Student Welfare Intake Manager

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| **Name of position holder:** | Vacant |
| **Date created / reviewed:** | May 2020 |
| **Employment Status** | Part Time |

**THE ORGANISATION**

Kids Like Us (KLU) is an entrepreneurial community organisation providing support, opportunity and understanding for twice exceptional (2e) young people. Through engagement with young people, families, educational providers and the wider community, we work to increase the awareness and acceptance of 2e profiles in young people.

Over our years of operation, Kids Like Us has developed a range of services to help twice-exceptional (2e) young people and those around them.

We’re constantly looking into new and interesting strategies, and are deeply committed to helping create the best possible world for 2e students to grow and thrive in.

All of the programs at Kids Like Us are based on research and best practice from around the world, combined with experience of working specifically with 2e young people. Our program offering is continually evolving and includes academic, family, educator and peer-to-peer support, counselling and advocacy.

KLU is an Equal Opportunity Employer and provides a smoke-free environment. KLU encourages people with a disability to apply and encourages full disclosure of illness or disability.

[www.kidslikeus.org.au](http://www.kidslikeus.org.au)

**THE POSITION**

As part of the Wellbeing Team, the Student Case manager will play a crucial role in forming the initial relationship with students and their families. Through gaining a clear understanding of the client’s needs the Student Case manager will oversee the intake process to optimise the services and support provided to the client.

The purpose of the position is to improve outcomes for 2e students by coordinating and managing a range of support and programs based on their unique needs.

**KEY RESPONSIBILITY AREAS**

* **Undertake** baseline academic assessments of students with complex needs to develop a clear understanding of their needs.
* **Interpret** external assessment reports such as WISC V, CELF, CTOPP
* **Preparing** for client sessions, using a variety of resources.
* **Engaging** clients to access a range of services at KLU (or externally as needed).
* **Nurturing relationships, providing advocacy and liaising** with parents, KLU specialists (including psychologists), other service providers, GPs, paediatrician, educators/schools and other organisations as required.
* Performing **administrative tasks** commensurate with position responsibilities including client preparation and notes, report writing, etc.
* Supporting clients to access **NDIA funding.**
* **Contributing** to program development at KLU by providing innovative ideas and strategic thinking.
* **Continuous Professional Development** as required.
* Participation in group, peer and/or individual **supervision**.

**SKILLS, EXPERIENCE AND ATTRIBUTES**

Communication and interpersonal skills

* Excellent long term communication and interpersonal skills including the ability to develop rapport, display empathy and demonstrate effective listening skills.
* Personal skills and ability / teamwork and cooperation.
* Excellent organisational skills and the ability to perform multiple tasks in an environment that may have competing and changing priorities.
* Ability to set priorities and monitor workload.
* Ability to be accountable for oneself and contribute to the broader team environment.
* Desire to access support from KLU peers

Values and professionalism

* Maintain professional ethics and establish professional boundaries adequately.
* Demonstrate personal qualities of integrity, credibility, and a passion for improving the lives of KLU’s beneficiaries.
* Demonstrated capacity and willingness to work in accordance with KLU’s philosophy, mission and values.
* Counselling supervision as required by accredited bodies

Technical and functional knowledge

* Identify the need and where necessary, provide parenting interventions and in-school advocacy.
* Demonstrated skills in casework and the ability to provide support to young people, their families and people with complex needs.
* Demonstrated knowledge of relevant education systems, polices and practice frameworks and legislation.
* Demonstrated experience in preparing written reports, maintaining records, including case notes
* Intermediate knowledge of Office365
* Demonstrated experience working in a virtual environment (utilising unified communication and collaboration tools such as video conferencing, instant messaging and other virtual teaching tools).

**PERSON SPECIFICATION**

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| Must have | Great to have |
| Honors degree in teaching or student welfare | Experience working in multi-disciplinary teams. |
| Additional qualifications or lived experience in gifted education | Experience working with complex presentations. |
| Other professional development in areas such as:   * Child safe * School refusal * Self-harm * Suicide support * Family Violence * Resilience * Anxiety in young people * Depression in young people * ADHD * ASD * Learning differences incl: dyslexia, dyscalculia, dysgraphia | Evidence of experience in:   * Student welfare * Case management * Working in a virtual environment * Careers/educational pathway counselling * Working in multi-disciplinary team |
| Have or working towards Counselling qualifications (to level 3) and additional study in either:   * Sand / play / art therapy * Narrative therapy * ACT | Knowledge and experience of giftedness, special learning needs and the principles of specialised learning interventions. |
| Excellent interpersonal and communications skills with the ability to develop and maintain strong professional relationships with students, peers and parents | Personal attributes include:   * Finds engaging with young people fun * Has lived experience of 2e * Passionate about young people * Being a “jack of all trades” * Quirky * No ego * Risk taker * Has an awareness that how you present yourself effects the outcome |
| Satisfactory “Working with Children” and “National Police” Check |  |
| First Aid Certificate Level 2 and CPR refresher |  |

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| **Position Scope** | |
| **Reporting to:** | Education Director, Kids Like Us |
| **Hours / Days required:** | 20 hours per week, including 80% direct client contact time and 20% administration |
| **Number of direct reports:** | 0 |
| **Volumes:** | Client case load of approximately 32 students. |
| **Internal Relationships:** | KLU teachers and specialist tutors, KLU  management, team members and other staff (employees and volunteers). |
| **External Relationships:** | Parents, schools, other service providers, and agencies for the purposes of assessment, referral and advocacy. |