

POSITION: Senior Case Manager

REPORTS TO: Campus Wellbeing Team Leader

LOCATED: Multi Campus locations

- Bourke Street City,
- High Street Prahran,
- Harvester Road Sunshine

DATE UPDATED: November 2021

ORGANISATIONAL ENVIRONMENT

The Hester Hornbrook Academy (HHA) provides flexible education and learning options, including VCAL (Victorian Certificate of Applied Learning) and VETiS (Vocational Education and Training in Schools). Recognising that mainstream education is not suitable for all young people, our programs are driven by the personal pursuits of students and integrate wellbeing and life skills approaches. Teachers and Youth workers work together to support students. We have classes and outreach learning options for students who are young parents, currently in or leaving out of home care, experiencing homelessness, or who have been disengaged from mainstream education.

JOB CONTEXT

Each HHA classroom is supported by a team comprised of a VCAL/VETiS teacher and Youth Worker. The classroom team collaborates to provide a safe, respectful and productive learning environment. The team works in partnership with the students to understand and address the barriers to learning, to set and achieve academic, pathway and other life goals. The teacher and youth worker bring different and overlapping skills and experience to the classroom to provide a holistic response to the students' educational needs.

JOB PURPOSE

The HHA Senior Case Manager is based at each campus and provides onsite leadership and expert advice to Youth Workers, Educators and ESOs. The role further works closely with an assigned Teacher/Trainer and provides wellbeing support to students and overall day to day classroom co-ordination.

The Senior Case Manager is a member of the HHA Wellbeing Leadership team and will undertake a range of functions requiring a high level of knowledge and skills, within wellbeing, to achieve results in line with the organisations strategic and annual implementation plans.

The Senior Case Manager will facilitate regular formal supervision and reflective practice to identified Youth Work staff at each campus and engage in all wellbeing leadership opportunities. The Senior Case Manager will further provide daily operational support to onsite leadership as required.

JOB EXPECTATIONS

Duties of this role may include but are not limited to the following:

- Provide high quality case management and support to students within allocated classroom
- Contributing to the development and delivery of curriculum and class projects/activities
- In collaboration with the Wellbeing Team Leader, provide wellbeing secondary consultation and crisis intervention support to onsite Youth Workers, Educators and ESOs
- Provide formal supervision to identified youth work staff onsite
- Work in collaboration and engage with the HHA wellbeing leadership team
- Participate in, and facilitate, meetings, debriefing, supervision, training and forums.
- Liaise with external stakeholders and attend/convene care team meetings where required
- Have a thorough understanding of trauma-informed and healing oriented framework and principles and apply to daily work
- Ensure that all Child Safe, risk management and HHA documentation is adhered to.
- Contribute to a culture of continuous review, improvement of student learning outcomes and achievement of the HHA Strategic Plan (SP) and Annual Implementation Plans (AIP).
- Ensure services are delivered within the framework of MCM/HHA policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by Leadership Team of HHA.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of HHA and MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships	<ul style="list-style-type: none"> • Employees from the HHA team (e.g. Youth Workers & VCAL/VETis Teachers) • Employees from the MCM Living Learning team • Employees from the Homelessness, Justice & Family Services division
External Relationships	<ul style="list-style-type: none"> • Education Partners • Relevant community services providers • Student's communities.

KEY SELECTION CRITERIA

The following key selection criteria must be addressed in the application for this position:

Essential:

1. A qualification in Youth Work/Social Work/Community Development or significant demonstrated experience in both classroom and outreach.
2. Proven ability to provide outreach supports to disengaged young people to enable them to develop educational knowledge and skills to transition to the classroom
3. Experience working with young people, LGBTQI young people and young people from diverse cultural backgrounds who have existing barriers to engaging in education.
4. An understanding of trauma-informed practice, restorative justice principles and the necessary skills to engage young people with multiple and complex needs.
5. Demonstrated experience working within a case management framework. Highly developed skills and experience in risk and needs assessment and risk management.
6. Demonstrated experience working with external stakeholders and convening care team meetings.
7. Demonstrated experience in leading staff and managing day-to-day competing priorities.
8. Understanding of relevant legislation, including Child Safe Standards as they are relevant to a Senior Secondary School setting.

OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS

HHA/MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all HHA/MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected and works together with colleagues and customers to achieve great things.
PARTNERSHIPS	Influence & Persuasion Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.

PARTNERSHIPS	Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised as being principled and as having expertise as a leader.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Disrupting Disadvantage Promotes fairness and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
PEOPLE	Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.
PEOPLE	Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.
PEOPLE	Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.

OUR VALUES

Employees are expected to commit to and demonstrate HHA/MCM's values:

TOGETHER	We are inclusive and accepting of difference. We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.
COURAGEOUS	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
CURIOUS	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
OPEN	We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients. We trust one another.
ACCOUNTABLE	We act safely in all our interactions. We manage within our financial and resource boundaries.

We own our outcomes and decisions.

We are proud of the work that we do.