

Position Description

Title	Case Manager – Navigator Program
Business unit	Child, Youth and Families, Outer Eastern Melbourne
Location	185 Mt Dandenong Rd, Croydon, Victoria, and other locations as required.
Employment type	Full time (76 hours per fortnight) Maximum Term 15 th Oct 2027
Reports to	Team Leader – Navigator Program

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Navigator Program is a school re-engagement service for young people aged 12-17 years who are experiencing chronic and significant school disengagement. Young people referred to the program present with complex barriers to educational engagement and have not responded to school-based interventions.

Drawing on the breadth of Uniting Vic.Tas' resources together with our partner the Victorian Aboriginal Child Care Agency (VACCA), the Navigator program utilises a trauma informed, culturally safe model, which is characterised by; individualised interventions and intensive case management of young people who require specialised and intensive support to reach their re-engagement goals. The Navigator Case Manager works with young people and their families who experience significant vulnerabilities and complexities resulting in school disengagement. The Case Manager works side by side with the young person and their supports to construct and enact an education re-engagement plan with the goal of the student returning to education.

Position Description

Navigator – Case Manager

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Team Leader – Navigator
- Manager
- Senior Manager – Child, Youth and Families
- Other Uniting staff members
- Consumer Partners

External

- Department of Education
- Child Protection
- Schools and registered training organisations
- Other Community Service Organisations
- Partner Organisation: VACCA

4. Key responsibility areas

Service delivery

- The key function of Case Management is to provide an assertive outreach service to young people and families with complex needs, that is flexible and creative.
- Develop rapport with the young person and their family to support the young person to identify goals and work towards sustained education re-engagement.
- Development and regular review of comprehensive re-engagement plans with the young person to identify and support their education re-engagement goals.
- Hold a minimum case load of 15 complex young people.
- Coordinate and implement tailored interventions designed to enhance a young person's capacity and functioning and ultimately increase their school attendance.
- Utilise the Best Interest Case Practice model, to assess the young person and their families needs and strengths. Undertake a dynamic risk assessment of the issues leading to school disengagement and work with the young person and their supports to address these issues.
- Provide referral to specialist services to assist families requiring more specialist support.
- Regularly review work undertaken with young people and their family to identify progress and to celebrate change.
- Provide psycho-education to young people, their families and other care team professionals.
- Work respectfully with young people and their families with reference to social, political, familial and cultural restraints that impact their daily lives.
- Work flexibly and collaboratively with The Department of Education, Schools, VACCA and other agencies while reviewing needs and risks, developing and implementing an integrated service response.
- Participation in relevant meetings such as Care Team and Student Support Group meetings.
- Other projects and duties, as required.
- Work flexible hours

Administration

- Undertake administrative and data collection responsibilities.
- Facilitating regular case conferences with the Department of Education for all young people receiving case management.
- Clear understanding and ability to utilise the Navigator Data Management System to ensure correct data is collated.

Quality and risk

- 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.
- Participate in meetings relating to the management and development of the program.
- Contribute to a positive and supportive team culture
- Be accountable through supervision with Team Leader
- Engage in effective risk management procedures.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

- Quality and performance of programs and services
- Workforce performance and development
- Stakeholder engagement
- Risk management

6. Person specification

Qualifications

- Relevant tertiary qualification in Social Work, Psychology, Child Development/Community Welfare, or other equivalent.
- Current Victoria Drivers licence required.

Position Description

Navigator – Case Manager

Experience

- Experience working with family units, adolescents and parents, and an understanding of the impacts of Mental Health, Drug and Alcohol, Family Violence, out-of-home care, Child Protection and child development
- Demonstrated experience in risk assessment of families and adolescents
- Demonstrated experience in working with schools and vocational training providers
- Demonstrated understanding of child and adolescent developmental needs
- Capacity and experience in planning and implementing appropriate interventions
- Proven capacity to liaise appropriately with consultants and other professionals
- Experience in building networking opportunities and representing organisational values in the community and professional settings
- High level ability to actively engage with disengaged learners and families through the process of assessment and short term intervention.
- Demonstrated knowledge of practices to engage and assure the cultural safety of clients from a diverse range of backgrounds, including those from an Aboriginal, Torres Strait Islander, CALD background, or the LGBTIQ+ community.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Communication: open, honest, articulate and flexible approach to communication with the ability to actively listen; and highly developed written communication skills with a demonstrated ability to complete case notes and reports in a professional and timely manner
- Interpersonal focus: strong interest in people, respect for others, and ability to suspend judgement
- Cooperative: demonstrates team behaviours striving for co-operative and professional relationships
- Conscientious: responsible, dependable, organised and persistent
- Open to experience: high level of self-awareness, with the ability to admit mistakes as an opportunity for reflection, learning and development
- Professionalism: professional, confident, focused, clear about purpose and able to set appropriate personal boundaries
- Analytical skills: demonstrated analytical skills with the ability to make assessments and recommendations objectively and accurately using a strength based approach
- Problem solving: proven creative and innovative approach to problem solving
- Negotiation skills: highly developed negotiation skills and ability to liaise with education providers and other services
- Computer skills: proficient with computer applications, typing and databases

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

Position Description
Navigator – Case Manager



I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: