Position Description

Title	Team Leader – Navigator Program
Business unit	Care, Placement & Youth
Location	Outer Gippsland (LGA) | Bairnsdale & Sale
Employment type	Part time | Maximum Term until 31 December 2027
Reports to	Manager – Child Youth and Families

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 partners: Victorian Aboriginal Child Care Agency (VACCA) (ACF) our program utilises a trauma informed, culturally safe, assertive case management model to respond to challenges experienced by young people aged 12 – 17 years with the goal of re-engaging disengaged learners in education.

The Team Leader position will supervise and support the Uniting Navigator team, as well as work along side Department of Education (DE), partner organisations and Uniting Leadershp team to develop systems and processes for the program. The Team Leader will ensure that the program is operated in accordance with service and quality standards, program targets, DE service agreements and organisational policies. The Team Leader develops and sustains a culture of innovation and best practice.

2. Scope

Budget:

TBA

People:

Intake and Assessment Practitioner and Case Managers, 4-6 Direct Reports

3. Relationships

Internal

- Executive and Senior Program Management
- Employees, volunteers, students and contractors
- Uniting Corporate and Support Services
- Other Operational Services

External

- Consumers
- Department of Education
- Department of Families, Fairness and Housing
- Other Community Service Organisations as required
- Other Operational Services

4. Key responsibility areas

Leadership and professional practice

- In collaboration with Uniting leaders and partner organisations, lead the development of systems and processes to ensure the Navigator program runs effectively and efficiently
- Create a culture that encourages innovation to continually improve service delivery using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs
- Identify opportunities to integrate and work collaboratively across teams and other programs
- Promote and maintain a positive and collaborative work environment
- Ensure that regular, appropriate supervision and reflective practice is provided across the program and that service delivery reflects contemporary practice.
- Supervise workloads and workflows of the team, and ensure consumers receive timely and appropriate services.
- Provide regular 1:1 supervision to staff, and participate in Annual Performance Review cycles
- Provision of supervision to tertiary students, as required

Service delivery and partnerships

- Work collaboratively with partner organisations and schools, training providers and other education institutions to plan, develop and implement the program
- Ensure all Navigator Team Members are providing effective services to disengaged learners and families and undertake direct service work when team members are on leave
- Work collaboratively with the team to ensure children and families are provided with innovative education re-engagement plans
- Develop and maintain a culture where the team works respectfully with disengaged young people and families with reference to social, political, familial, and cultural restraints that impact on their parenting and family life
- Embed a culture of innovation and ensure all team members are utilizing a strengths based model and approach
- Liaise with other service providers and consultants, and work collaboratively with the broader child, youth and families sector
- Undertake administrative and data collection responsibilities and ensure service targets are met

- Be accountable through supervision with the direct line manager
- Ensure that staff practice adheres to DE and Uniting policies and standards
- Ensure a high standard of case file management including case notes and assessment documents within required timeframes.
- Ensure that staff understand the agency planning reporting process and operational tasks.
- Deliver services that comply with relevant funding agreements, accreditation and program standards and comply with relevant legislation, policies and procedures
- Hold small case load and/or undertake duties to assist the team to manage day-to-day demand on service
- Other projects and duties as identified

People

- Provide authentic team leadership to the paid and unpaid workforce, and maintain the highest level of professional conduct in alignment with Uniting's values, policies and procedures
- Lead, motivate, coach and inspire an engaged, capable, consumer-centric and productive workforce to achieve positive consumer and community outcomes
- Be a champion for employee engagement to develop and sustain a positive workplace culture
- Model, promote and maintain a positive, respectful and enthusiastic work environment
- Provide support, guidance, coaching, leadership and empowerment to the team including constructive feedback through regular supervision and performance reviews.
- engagement and assessment: engage with the young person, and their parent/ carer, obtain consent and complete holistic assessment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements, risk and financial management

- Ensure all legal, funding, compliance and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting (child safety) and mandatory case practice requirements; and proactively develop, implement and review contingency plans, if required
- Contribute to annual budget development for the Navigator Program and support monitoring and management of financial and human resources to achieve optimal service outcomes, efficiency and sustainability
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required
- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures
- Provide regular reports on required service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required
- Implement and monitor appropriate information and record keeping, case reporting, document storage and retrieval processes and ensure systems are in place and maintained in line with knowledge management procedures
- Ensure brokerage expenditure promotes optimal consumer and/or community outcomes within allocated budget.

Administration

- Assist the Intake and Active Hold Practitioner to manage intake processes effectively, and allocate, refer (if relevant) and close cases in a timely and appropriate manner in accordance with program guidelines and requirements.
- Develop, implement and evaluate policies, procedures and systems that underpin and support positive program and service outcomes.
- Ensure appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.
- Manage task allocation in accordance with strategic and operational priorities and staff members' individual workloads.

- Ensure NDMS data is timely entered and accurate to ensure reporting accuracy.
- Assist Manager to provide regular reports on service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required.

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

- Bachelor level qualification in social work, psychology, social science or related discipline.
- Driver's license valid in Victoria. (essential)
- Ability to work flexible hours

Experience and knowledge

- Experience in developing and leading complex programs/services in the delivery of high-quality, consumer- and/or community-centric services.
- Demonstrable supervisory experience preferably in the children, youth and family sector.
- Knowledge of family services, child protection and/or out of home care, including relevant legislation and regulations.
- Understanding of the barriers experienced by disengaged learners.
- Proven ability to develop strong relationships with key stakeholders and develop and implement a new program initiative.
- Knowledge and understanding of trauma informed and culturally competent practice, including knowledge and application of therapeutic parenting practices.

Technical Competencies

- Demonstrated ability in leading others to achieve positive results.
- Demonstrated ability in developing a new program or initiative.
- Ability to support and provide effective supervision (both formal and informal) to a team.
- High level ability to actively engage with disengaged learners and families through the process of assessment and intervention.
- Demonstrated analytical skills with the ability to make assessments and recommendations objectively and accurately using a strength based approach.
- Proven creative and innovative approach to problem solving.
- Highly developed negotiation skills and ability to liaise education providers and other services.
- Proficient with computer applications, typing and databases.
- 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 or CALD background, or the LGBTI community.
- Highly developed written communication and time management skills and with a demonstrated ability to complete case notes and reports in a professional and timely manner.
- Demonstrated experience in risk assessment of families and adolescents.
- Demonstrated experience in working with schools and vocational training provider.
- 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.

Core selection criteria

- **Values Alignment:** ability to demonstrate and authentically promote Uniting's values

- **Child Safe:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

- **Leadership:** ability to encourage and inspire others to work for a common interest, clearly communication what needs to be achieves and standards required, provides frequent and constructive feedback, displaying a personal commitment to developing others

- **Teamwork:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment

- **Professionalism**: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries. Executes day-to-day activities in a positive, friendly and enthusiastic manner

- **Culturally Aware:** Values diversity as a strength and positive utilities diversity

- **Consumer-centric:** Extensive experience applying a consumer-centric, trauma-informed and culturally competent approach to case work; supervisory approach which privileges the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families and their informal/formal support network to achieve optimal, sustainable outcomes.

- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills.
- **Relationships:** Track record of being able to form positive, collaborative and effective relationships with staff; ability to engage, build and maintain strong, mutually beneficial relationships with a diverse range of external stakeholders; negotiation and influencing skills including cross-culturally.

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

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

	Employee
Name:	
Signature:	
Date:	