

# POSITION DESCRIPTION



## Case Manager

### Navigator Program

#### About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Our Vision

Building a Just Society

#### Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

#### Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

#### Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

#### Position details

POSITION TITLE: CASE MANAGER

PROGRAM: NAVIGATOR – HUME MERRI-BEK PROGRAM

LOCATION: BRUNSWICK

REPORTING RELATIONSHIPS: This position reports directly to Coordinator  
This position does not have any direct reports

EFFECTIVE DATE: December 2024

## Position Purpose

- To provide an individually tailored case management and outreach response to young people aged 10 to 17 years old who have disengaged or are at risk of disengagement from education, address barriers to disengagement, and re-engage them back into learning pathways.
- To ensure young people referred to the program are; linked to family, community and culture, have pathways to economic participation and have access to a range of supports and services in relation to health, housing and developmental needs.
- To foster strong and positive relationships with young people, their families, schools and key stakeholders

## Program Purpose

### Justice Programs

Justice Programs provide individually tailored support for vulnerable and marginalised people involved in the justice system who are assessed as high risk/need, with limited social and family networks, limited accommodation and experiencing multiple and complex problems. Our staff deliver quality programs in a manner that reflects the social justice principles of participation, equity, access and respect. Services include: intensive outreach support, case management, restorative practice, educational, employment/training, housing programs and 24/7 after-hours crisis support.

Our services contribute to regional and state-wide advisory forums and networks and aim to support a more comprehensive approach to justice through partnerships with Government agencies and other service providers and to legislation, policy development and advocacy.

### Navigator

Navigator is a program funded by state government which aims to support disengaged learners aged 10 to 17 years old, and work with them around a return to education or training.

The program works closely with families and schools and uses assertive outreach, case management and restorative practice principles to re-engage young people back into learning pathways. Case managers work one on one with young people and their families and schools to provide disengaged students with specific and tailored support they need to reengage in education. Navigator provides case management and outreach support to the most severely disengaged learners, to help create a pathway back into education.

The Navigator Program is delivered by a dynamic team, which offers Intake and Assessment, Active Hold, and case management support. We work closely with local schools, services and the regional Department of Education office.

The program is delivered by Jesuit Social Services in partnership with the Victorian Aboriginal Child Care Agency (VACCA) in Hume Merri-bek area. The case management team works closely with schools to support each child's individualised pathway back to regular attendance at school and engagement in learning.

## **Duties of the position**

- To provide an individually tailored response to children aged 10-17 years old who have disengaged or are at risk of disengagement from education and re-engage them back into learning pathways.
- To engage and build a positive rapport with young people, undertake assessments, develop, implement and review re-engagement plans to address the barriers to a young person's disengagement from education
- To utilise a child-centred and family-focused approach to engage parents and work towards building their capacity to support the wellbeing and educational needs of their child.
- To work with young people within the context of their family and home-life, providing support and intervention to the family as a whole
- To facilitate Student Support Group meetings with a range of stakeholders and conduct restorative processes with young people, their family and schools where appropriate.
- Establish clear attendance goals with children, young people and families/carers using a trauma informed, culturally sensitive approach.
- To foster strong and positive relationships with schools and key school personnel and other key stakeholders
- To ensure children and young people referred to the program are linked to family, community and culture, and have access to a range of supports and services in relation to health, housing and developmental needs.
- To develop and maintain appropriate networks, resources and relationships to enable the referral of young people to broader community services
- To work collaboratively with the specialist Family Practitioner role to strengthen practice and service delivery so it is family inclusive and holistic. |

## **Key Selection Criteria**

1. Tertiary qualification/s and/or relevant experience in field
2. An understanding of the factors that can contribute to a young person's disengagement from learning and education; and the ability to work holistically with disengaged learners and their families/carers to re-engage in learning and increase school attendance.
3. Demonstrated knowledge and understanding of key child and adolescent developmental stages and age-appropriate strategies and interventions to support disengaged learners and their families/carers to re-engage in learning and increase school and a clear understanding of case management, intensive support, crisis intervention and assertive outreach.
4. Capacity to work with a high degree of cultural competency and understanding of culturally appropriate service delivery in relation to Aboriginal young people, their families and communities, and in relation to CALD young people, their families and communities.
5. Experience working with families and ability to use a range of strategies around family issues such as family violence, family breakdown and school disengagement. |

## Key Performance Indicators

1. **Service Delivery – Service Agreements** and duties of the position are delivered in a professional and accountable manner. This includes but not limited to; completing regular assertive outreach, Initial Assessments, Entry Surveys, Risk Assessment, Re-engagement Plans, Student Support Group Meetings, Supported Exit Plans and Exit Surveys as per timelines determined by programmatic operating procedures.
2. **Networking and resources** – Sound relationships are developed with Department of Education personnel, schools, and relevant community stakeholders, enabling comprehensive support and referral pathways. This includes evidence of ongoing communication with schools as per timelines determined by operating procedures and external services as required, as well as attendance at local area service network meetings.
3. **Administration-** To keep appropriate files, records and data as per contractual and organisational requirements. This includes writing case notes, uploading files, maintaining demographic data, updating attendance data as well as fulfilling data and reporting requirements as per timelines determined by organisational policy and operating procedures.
4. **Professional development and team collaboration-** Evidence of participation in ongoing supervision, scheduled caseload reviews with supervisor, scheduled team meetings and in relevant training and professional development activities.

## Key responsibilities of Jesuit Social Services Employees

### Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

### Team work and supervision

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

### Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

## Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

## Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Driver's License
- Proof of eligibility to work in Australia

## Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

## Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

## Employee Acknowledgement

I, \_\_\_\_\_ (please print name) acknowledge that I have read and understood the contents of this position description.

**Employee Signature:**

\_\_\_\_\_

**Date:** \_\_\_\_\_

**Position Description Approved by:**  
**Suzette James-Nevell,**  
**General Manager Justice Programs**

**Position Description Review Date:**  
**2 years from effective date**