

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 – INNER EASTERN MELBOURNE
LOCATION:	BRUNSWICK
REPORTING RELATIONSHIPS:	This position reports directly to Senior Practitioner Inner Eastern Melbourne
EFFECTIVE DATE:	September 2023

Position Purpose

- To provide an individually tailored case management and outreach response to young people 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 12 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. The program is delivered by Jesuit Social Services in partnership with the Victorian Aboriginal Child Care Agency (VACCA) in Brimbank Melton, Hume Merri-bek, North Eastern Melbourne and Inner Eastern Melbourne areas.

The Navigator Program is a dynamic team, which offers Intake and Assessment, Active Hold, and longer-term Case Management support. We work closely with local schools, services and the regional Department of Education office.

The Navigator Inner Eastern Melbourne Team operates out of the Brunswick office.

Duties of the position

- To provide individually tailored support, case management (including brief intervention) and assertive outreach services to young people referred by the Department of Education (DE).
- 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.

- To facilitate Student Support Group meetings with a range of stakeholders and conduct restorative processes with young people, their family and schools where appropriate.
- 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 work in close collaboration with local schools, Department of Education, Department of Families, Fairness and Housing (DFFH) and broader local services to ensure a continuum of care for young people.
- To develop and maintain appropriate networks, resources and relationships to enable the referral of young people to broader community services. |

Key Selection Criteria |

1. Tertiary qualification/s and/or relevant experience in field
2. An understanding of adolescent development and the factors that can contribute to a young person's disengagement from learning.
3. Knowledge and experience in appropriate interventions/skills required to support children, young people and families from vulnerable, culturally diverse and marginalised communities 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 withdrawal. |

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.

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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 Drivers Licence
- 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:
GM or ED

Position Description Review Date:
2 years from effective date

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