

# Position Description



<b>POSITION TITLE</b>	<b>Case Worker</b>
<b>PROGRAM</b>	<b>Navigator Program – Hume Moreland</b>
<b>STATUS</b>	<b>Full-time</b>
<b>REPORTING TO</b>	<b>Senior Practitioner, Navigator Program – Hume Moreland</b>

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## 1. JESUIT SOCIAL SERVICES OVERVIEW

### Our Vision

Building a Just Society

### Our Mission

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

### 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.

### Our Values

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

### Who we work with

We are part of and work with:

- Those most in need - individuals, families and communities
- The broader communities in which we live
- The decision-makers, service providers and institutions that affect us

### What we do

We strengthen and build respectful, constructive relationships for:

- Effective services - by partnering with people most in need and those who support them to address disadvantage
- Education – by providing access to lifelong learning and development
- Capacity building – by refining and evaluating our practice and sharing and partnering for greater impact
- Advocacy – by building awareness of injustice and advocating for social change based on grounded experience and research
- Leadership development – by partnering across sectors to build expertise and commitment for justice

## **2. PROGRAM BACKGROUND**

### 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.

Community Justice Programs incorporate a suite of legislated and non-legislated programs working with individuals, families and community using the principles of restorative justice. These programs use processes that create an opportunity for dialogue between members of communities affected by conflict and apply a problem-solving approach to the presenting issue/s to address the needs of all participants. The programs aim to repair harm, promote well-being and develop a pragmatic plan to coordinate community based resources to provide support and oversight.

### 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 to re-engage children back into learning pathways. The program is delivered by Jesuit Social Services in the Brimbank Melton, Hume Moreland, North Eastern Melbourne and Inner East areas in partnership with local schools, services and the regional Department of Education and Training office.

Jesuit Social Services deliver Navigator in Hume Moreland area in partnership with the Victorian Aboriginal Child Care Agency (VACCA).

The Navigator Hume Moreland team is based in Brunswick

## **3. KEY OBJECTIVES OF THE POSITION**

The key objectives of this position are:

- 3.1 To provide an individually tailored response to young people who have disengaged or are at risk of disengagement from education and re-engage them back into learning pathways.
- 3.2 To engage with families of participants on the program.
- 3.3 To foster strong and positive relationships with schools and key school personnel.
- 3.4 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.

## **4. DUTIES**

- 4.1 To provide individually tailored support, case management and assertive outreach services to young people referred by the Department of Education and Training (DET).
- 4.2 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.
- 4.3 To facilitate Student Support Group meetings with a range of stakeholders and conduct restorative processes with young people, their family and schools where appropriate.
- 4.4 To work with young people within the context of their family and home-life, providing support and intervention to the family as a whole.
- 4.5 To work in close collaboration with local schools, Department of Education and Training, Department of Health and Human Services and broader local services to ensure a continuum of care for young people.
- 4.6 To develop and maintain appropriate networks, resources and relationships to enable the referral of young people to broader community services.
- 4.7 To participate in the ongoing monitoring of cases via supervision and regular team meetings.
- 4.8 To keep appropriate files, records and data as per contractual and organisational requirements.
- 4.9 To maintain a commitment to continuous quality improvement processes.
- 4.10 Attendance at meetings and forums as required.
- 4.11 Compliance with relevant legislation.
- 4.12 Other duties as directed.

## **5. KEY SELECTION CRITERIA**

### **Essential**

- 5.1 An understanding of adolescent development and the factors that can contribute to a young person's disengagement from learning.
- 5.2 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.
- 5.3 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.
- 5.4 Experience working with families and ability to use a range of strategies around family issues such as family violence, family breakdown and school withdrawal.
- 5.4 Superior written and verbal communication skills, including the capacity to liaise with a range of stakeholders both government and non-government.

- 5.5 Capacity to fulfil reporting and administrative requirements associated with the position.
- 5.6 Understanding and sympathy with the mission and ethos of Jesuit Social Services.
- 5.7 Current driver's licence.
- 5.8 Valid Working with Children Check card.
- 5.9 Successfully completed Police Check. Police Check will be conducted prior to commencement by Jesuit Social Services.

**Desirable**

- 5.10 Experience in, and/or knowledge of legislative frameworks in relation to working with children.
- 5.11 Experience in, and/or knowledge of restorative practices.

## **6. KEY PERFORMANCE INDICATORS**

- 6.1 Service Delivery - Service Agreement and key performance indicator targets are met and programs are delivered in a professional and accountable manner.
- 6.2 Networking – Sound relationships are developed with Department of Education and Training personnel and relevant community stakeholders.
- 6.3 Administration- To keep appropriate files, records and data as per contractual and organisational requirements.

## **7. QUALIFICATIONS**

Tertiary qualification/s and/or experience in field required.

## **8. 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.

A requirement of this position is vaccination from COVID-19. Jesuit Social Services requests evidence of full vaccination. Where a medical exemption applies, this must be supplied.

## **9. SAFEGUARDING CHILDREN AND YOUNG PEOPLE**

Jesuit Social Services takes child protection seriously, and you are required to meet the behaviour standards outlined in our Code of Conduct.

## **10. LOCATION**

Based at: Brunswick

## **11. SIGNATURES**

By signing this Position Description the Employee confirms that it has been read, understood and accepted.

### **EMPLOYEE**

Name: \_\_\_\_\_

### **WITNESS**

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

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

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

**APPROVED BY**

**DATE**

Daniel Clements, General Manager Justice Programs

July 2022