

## Position Description



<b>POSITION TITLE</b>	<b>Coordinator - Navigator, Pilot Program Hume Merri-bek</b>
<b>PROGRAM</b>	<b>Navigator</b>
<b>STATUS</b>	<b>Full-Time</b>
<b>REPORTING TO</b>	<b>Manager – Navigator</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 and
- 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.

### 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 environments. The program is delivered in the Hume/Merri-bek, Brimbank/Melton, North East Melbourne and Inner East Melbourne Areas in partnership with local schools and services, VACCA and the regional Department of Education office.

The Navigator Program is a dynamic team, which offers Intake and Assessment, Active Hold, and longer-term Case Management support. Jesuit Social Services delivers Navigator Melbourne in partnership with the Victorian Aboriginal Child Care Agency (VACCA).

### Navigator Pilot Program

The Navigator Pilot Program is an expansion of the Navigator program and will be operational across four Department of Education regions. Jesuit Social Services will deliver the Pilot Program in the Hume Merri-bek region.

The Pilot Program will focus on disengaged learners aged 10 to 11, to enable earlier intervention and support, through the transition from primary school to secondary school.

The Pilot Program provides case management and outreach support to the most severely disengaged learners to help create a pathway back to education. The Pilot Program staff work one-on-one with young people and their families and schools to provide students with the specific and tailored support they need to reengage in education. The team also work closely, with schools to support each young person's individualised pathway back to regular attendance and engagement in learning.

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

The key objectives of this position are –

- 3.1     Oversee the day-to-day operations of the Navigator Pilot Program Hume Merri-bek.
- 3.2     Provide leadership, management, support and direct supervision to a small team of Case Managers and a Family Practitioner.

- 3.3 To play a key role in the ongoing design and delivery of the pilot program including development and review of appropriate program policies and procedures.
- 3.4 Responsible for the intake and allocation of referrals to both the case management team and the family practitioner.
- 3.5 To provide co-case management with children and or families/carers presenting with particularly complex needs; case management needs to be individually tailored and addresses the underlying issues impacting on disengagement from education; with the goal to re-engage children back into learning pathways.
- 3.6 Foster strong and positive relationships with the Department of Education and other relevant stakeholders.
- 3.7 Contribute to the strategic direction of Jesuit Social Services and promote the organisation's values and mission through participation in locally based initiatives.

#### **4. DUTIES**

- 4.1 Oversee delivery of the program and work collaboratively with schools, Department of Education, local agencies and other related professionals to ensure consistency and professionalism in service delivery.
- 4.2 Provide professional support, supervision and direction to a small team of staff
- 4.3 Monitor local trends in relation to school leavers in the Hume Merri-bek area and provide Jesuit Social Services management with advice, information and analysis of local needs and issues in the Hume/Merri-bek area as they relate to both the program and participants.
- 4.4 Attend reference group/network meetings associated with the program.
- 4.5 Monitor and authorise spending in relation to participants, and program costs.
- 4.6 Coordinate the recruitment, selection and induction of any new staff and participate in Staff Appraisals, Staff Development Plans and to oversee the development of Program Work Plans.
- 4.7 Ensure the program is compliant with relevant legislation; such as mandatory reporting requirements.
- 4.8 Maintain a commitment to continuous quality improvement processes.
- 4.9 Other duties as directed.

#### **5. KEY SELECTION CRITERIA**

##### *Essential*

- 5.1 Experience in implementing, co-ordinating and managing new programs.
- 5.2 Experience in providing support, mentoring and/or supervision to staff.
- 5.3 An understanding of the reasons why children disengage from education.
- 5.4 Demonstrated knowledge in key child developmental stages, and age-appropriate strategies and interventions to support disengaged learners and parents/carers.
- 5.5 Knowledge and experience in appropriate interventions/skills required to support children, and families from vulnerable and marginalised communities and a clear understanding of case management, intensive support, and assertive outreach.

- 5.6 Capacity to work with a high degree of cultural competency ensuring service delivery is culturally inclusive for disengaged learners and their families/carers; including those from Aboriginal and culturally and linguistically diverse backgrounds; and or from LGBTIQA+ communities.
- 5.7 Demonstrated understanding of the impacts of family violence and the capacity to apply appropriate theoretical frameworks, including knowledge of the MARAM risk assessments, needs and protective factors.
- 5.8 Superior written and verbal communication skills, including the capacity to liaise with a range of stakeholders both government and non-government.
- 5.9 Capacity to fulfil reporting and administrative requirements associated with the position.
- 5.10 Understanding and sympathy with the mission and ethos of Jesuit Social Services
- 5.11 Current driver's licence
- 5.12 Valid Working with Children Check card.
- 5.13 Successfully completed Police Check. Police Check will be conducted prior commencement by Jesuit Social Services

#### Desirable

- 5.14 Experience in, and/or knowledge of Legislative frameworks in relation to working with children.
- 5.15 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 Administration –Reports are submitted in a timely manner and relevant contractual and organisational data is entered and submitted as required by Service Agreement.
- 6.3 Supervision - Formal staff supervision conducted fortnightly and notes kept
- 6.4 Networking – Sound relationships are developed with DET personnel and relevant community stakeholders.
- 6.5 Strategic – Participation in and contribution to the strategic direction of both the programs and the broader organisation

### **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. LOCATION**

Based at: Brunswick

## **10. 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.

## **11. SIGNATURES**

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

### **EMPLOYEE**

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

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

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

### **WITNESS**

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

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

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

### **APPROVED BY**

**Daniel Clements**

**General Manager Justice Programs**

**DATE January 2023**