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|  | Position Title: Navigator Case Manager | Team: Education and Support Services | | Region: Hume |
| | Supervisor: Team Leader – Education and Support | Delegations and Authorities: In Line with Delegations Policy | Band: A | Date Completed: March 2019 |

ORGANISATIONAL INFORMATION

| OUR VISION AND PURPOSE | ROLE CONTEXT |
|---|---|
| <p>We believe children, young people and families should be safe, thriving and hopeful.</p> <p>Our Vision for 2022: Together we will courageously change lives and reimagine service systems.</p> <p>For over 140 years, Berry Street has adapted to a changing world, and we will continue to adapt to achieve our purpose.</p> <p>Berry Street will continue to be a strong and independent voice for the children, young people and families with whom we work. In collaboration with others, we will advocate for investment in early intervention and prevention services that enable families to be safe and stay together. We will use approaches that are culturally safe and informed by the best evidence available. We will measure and learn from the impact of our work, and we will continually contemporise our models of practice.</p> <p>We look forward to working with children, young people, families, carers, staff and partners to achieve this vision. Together.</p> | <p>Navigator is a voluntary support program funded by the Department of Education and Training to support disengaged young people (12-17 years of age) overcome barriers and successfully re-engage with education.</p> <p>The program actively works with these young people and their support networks to provide intervention strategies for school re-engagement. This is facilitated by enhancing linkages to support services and professionals.</p> <p>Navigator is part of Victorian Government’s Education State strategy and designed to reduce the number of vulnerable young people who disengage from main stream education.</p> |
| OUR VALUES | PRIMARY OBJECTIVES OF THE ROLE |
| <p><i>Berry Street expects all staff to apply these Values in all aspects of their work.</i></p> <p>Courage: to never give up, maintain hope and advocate for a ‘fair go’</p> <p>Integrity: to be true to our word</p> <p>Respect: to acknowledge each person’s culture, traditions, identity, rights, needs and aspirations</p> <p>Accountability: to constantly look at how we can improve, using knowledge and experience of what works, and ensure that all our resources and assets are used in the best possible way</p> <p>Working Together: to work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills</p> | <p>The Navigator Case Manager will work within a multidisciplinary team of professionals to support young people who are struggling to engage in an education program. The Case Manager provides assessment, educational planning and ongoing support and will:</p> <ul style="list-style-type: none"> • Work closely with key stakeholders to effectively engage and refer disengaged students • Develop Individual learning and re-engagement plans • Provide relevant data and reports regarding student disengagement and intervention outcomes in the local area • Creating and strengthening partnerships with local agencies to obtain optimum outcomes <p>REPORTING RELATIONSHIPS</p> <p>Navigator operates across the Shires of Greater Shepparton, Moira, Mitchell and Murrindini. This role is based at our Seymour office and will outreach to other towns within the Strathbogie, Mitchell and Murrindindi shires.</p> <p>This role is part of the Education and Support team and will report to the Team Leader – Education and Support who will provide supervision and review. This role has no direct reports and works in conjunction with other team members.</p> |

EXPECTATIONS

- Conduct oneself in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together within the principles of continuous improvement and occupational health and safety.
- Berry Street is committed to the principles of social justice. We aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation, spirituality or religion.
- Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women.
- Berry Street is committed to being a child safe, child friendly and child empowering organisation. In everything we do we seek to protect children. We are committed to the cultural safety of Aboriginal and Torres Strait Islander children; children from culturally and/or linguistically diverse backgrounds; children with a disability; children who identify with a sexual and or gender minority identity.

KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE

- Demonstrated experience in outreach support and/or case management with young people, particularly young people who are disengaged from education and socially isolated or at risk aged between 12- 17 years.
- Demonstrated capacity to understand, work and support young people, their family and networks within a community environment.
- Demonstrated ability to engage, negotiate and advocate with local partners and education and training organizations
- Ability to liaise effectively with the Department of Education & Training and other key educational professionals and their services.
- High level of computer literacy, experience in report preparation and maintenance of case notes.
- Demonstrated experience in the development of programs, activities, group work & support networks for young people.
- Excellent communication skills and the ability to engage with empathy.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A relevant tertiary qualification in Education, Youth Work, Social Work or similar.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

| ACCOUNTABILITY | SPECIFIC RESPONSIBILITIES |
|---|--|
| Service delivery | <ul style="list-style-type: none"> • Work with students of school age who have high needs and challenging behaviours. • Undertake educational assessment of children and young people with complex educational needs. • Develop and oversee the implementation of Individual Education Programmes and provide review and evaluation of these. • Liaise with schools and other education programs key stakeholders and advocate on behalf of clients to optimise access to appropriate programs and services. • Liaison with the broader community to facilitate linkage and ongoing supports to young people to maximise their life opportunities and develop further opportunities to build connections and program options. • Support for disadvantaged young people to develop work readiness and, access education, training and employment by assisting young people's knowledge of and access to a range of support options, including housing, drug and alcohol and mental health services, and other community supports. • Use strategies to engage and support students who have not responded to traditional interventions. |
| Administration and Documentation | <ul style="list-style-type: none"> • Ensure that all relevant administrative procedures are followed. • Maintain adequate records (both paper and electronic), and prepare progress reports, reports for case planning and case review meetings as required. • Report on student progress as necessary • Ensure that statistical data is collected and forwarded as requested. • Record engagement and educational plans as required. |
| Networks and Linkages | <ul style="list-style-type: none"> • Positively promote the program, and other Western Region programs, at all times to young people, the community, schools and training organisations, and employers. • Liaise and maintain respectful and productive relationships with other stakeholders including DET and other agencies in the Western region including case managers, care providers, teachers and other professionals involved with students regarding Individual Education Plans, attendance, behavioural issues and student well being. • Work collaboratively with all service providers involved with each client. • Develop working relationships and maintain links with other Berry Street program areas. • Participate in relevant regional and organisational meetings. |
| Other | <ul style="list-style-type: none"> • Be willing to work flexible hours as determined by the demands of the position. • Attend all required training sessions provided by the organisation and be actively involved in any other training session as directed. • Actively participate in Supervision in accordance with Berry Street policies and procedures. • Demonstrate a commitment to the values of Berry Street. • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. |

CONDITIONS OF EMPLOYMENT

1. This position may be required to work additional hours as necessary, and extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*.
2. You will initially be employed at our Seymour Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The remuneration for this position is SCHADS 5.1 \$74, 534.72 gross per annum (full time equivalent), under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-employment health declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

| Element | Key Activity | Frequency |
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| Work Environment | Manage demanding and changing workloads and competing priorities. | Regular |
| | Work in a team environment. | Daily |
| | Work in different geographic locations. | Occasional |
| | Be exposed to all outdoor weather conditions. | Regular |
| | Work in unstructured environments (e.g. outreach). | Regular |
| | Work office hours with the possibility of extended hours. | Regular |
| | Work on-call after hours. | Regular |
| | Work in an open plan office. | Daily |
| | Work in buildings which may be two-storey. | Regular |
| | Sit at a computer or in meetings for extended periods. | Daily |
| | Work in an environment with competing demands. | Daily |
| | Present at court and other jurisdictions. | Occasional |
| People Contact | Liaise with government, non-government and community organisations. | Daily |
| | Work with clients who may have a physical or sensory disability. | Regular |
| | Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police. | Regular |
| | Interact with clients and members of the public who could display verbal or physically challenging behaviour. | Regular |
| | Facilitate access to specialist, generic and community services. | Daily |
| | Undertake training and professional development activities. | Regular |
| Administrative Tasks | Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data. | Daily |
| | Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards. | Daily |

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| Transport | Drive vehicles possibly over long distances and in all traffic and weather conditions. | Regular |
| | Drive vehicles with possible distractions from client behaviour, verbal or physical. | Occasional |