

POSITION DETAILS

Title	Navigator Case Manager
Position Number	PD071
FTE & Duration	Full Time Ongoing
Classification	Level 3 (pending qualification)
Qualifications	Relevant tertiary qualifications in Social Work, Community Services, Social Science, or other relevant tertiary studies
Reports to	Team Leader Adolescent Engagement
Direct Reports	NA
Location	118-124 Pine Avenue, Mildura
Approved By	CEO

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au

ABOUT US

Purpose: To empower our community to be free from homelessness, abuse, poverty, and disadvantage.

Vision: Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

OUR VALUES

CONNECTED: We nurture trusting, collaborative, and inclusive relationships.

ACCOUNTABLE: We employ authentic, competent, evidence-based practice.

RESPONSIVE: We demonstrate kind, flexible, timely, and personalised care.

EMPOWERING: We cultivate a strengths-based and enabling environment.

SAFE: We embrace a culturally safe, trauma informed, and dependable ethos.

POSITION OVERVIEW

Navigator is a voluntary support program funded by the Victorian Department of Education to support disengaged young people (12-17 years of age) overcome barriers and successfully re-engage with education.

The program works to provide intervention strategies for school re-engagement by enhancing linkages to support services and professionals.

Navigator is part of Victorian Government's Education State strategy and designed to reduce the number of vulnerable young people who disengage from mainstream education.

KEY RESULT AREAS

The Navigator Case Manager is responsible for the following Key Result Areas:

SAFETY – Uphold a commitment to WHS, putting the safety of your team, co-workers, visitors, clients, and yourself first every time.

PEOPLE – Contribute to the success of MASP through facilitating collaboration, high performance and working with respect.

FINANCIAL – Assist in ensuring expenditure within Navigator is maintained within budgetary guidelines.

OPERATIONAL – Delivery of outstanding and industry leading services to all MASP Youth & Families clients.

STRATEGIC – Commit and contribute to achieving the MASP business strategy within the Youth & Families program.

CONTINUOUS IMPROVEMENT – Demonstrate a commitment to continuous improvement within the Youth & Families team.

KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. Responsible for casework and case management activities including assessments, planning, implementation, and evaluation of intervention strategies.
2. Through intake and assessment, ensure identified cohorts receive priority service response.
3. Use therapeutic and trauma informed strategies to engage and support students who have not responded to traditional interventions.
4. Work alongside the young person, family, school, others to develop a school Re-engagement Plan to assist the young learner back into mainstream education.
5. Ensure the cultural needs and safety of participants are always upheld.
6. Adhere to the Department of Education's Navigator Program Operating Guidelines.

7. Keep appropriate records, case notes, meeting minutes, plans and data in line with organisational and departmental standards.
8. Record engagement and educational plans as required.
9. Ensure that statistical data is collected and forwarded as requested.
10. Liaise and negotiate with relevant services including the Department of Education, broader community services, agencies, local schools, and community groups/networks on a range of issues relating to clients.
11. Work cooperatively with specific educationally-oriented service providers, Government and non-government organisations as part of the overall team.

Some out of hours / weekend work may be required.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for all aspects of service delivery.

KEY SELECTION CRITERIA

Essential role-specific skills, knowledge and experience

1. Relevant tertiary qualifications in Social Work, Community Services, Social Science, or other relevant tertiary studies, or enrolment in relevant study upon commencement.
2. Demonstrated experience in working with children and/or adolescents who have experienced trauma.
3. Highly developed assessment skills, capacity to apply a range of intervention strategies, effective problem-solving skills, highly developed interpersonal skills.
4. Good working knowledge of child and adolescent development theory and practice.
5. 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.
6. Excellent written and oral communication, negotiation and liaison skills and the ability to work with government and non-government organisations, community groups and clients' families/networks
7. Demonstrated ability to successfully build rapport with young people, who present with a range of complex challenges, and to work towards client goals together achieving successful outcomes

Highly desirable role-specific skills, knowledge and experience

8. Demonstrated high level ability and extensive case management experience, drawing from a variety of appropriate frameworks and theoretical approaches, working with young people, families and/or significant others in relation to school engagement matters
9. Experience working in a not for profit / charitable organisation.

CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- Having zero tolerance for child abuse
- Actively working to listen to empower children
- Having systems in place to protect children from abuse
- Taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures
- Promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

OTHER REQUIREMENTS

All employment is in accordance with Mallee Accommodation & Support Program Ltd's most current Enterprise Agreement and the Social, Community, Home Care and Disability Services Industry Award 2010.

Employees must comply with MASP Policies and Procedures.

Employment with MASP is contingent upon all employees holding the following at the time of commencement:

- Satisfactory Police Check
- Satisfactory Working with Children Check
- Satisfactory NDIS Worker Screening Clearance
- Driver Licence

It is the responsibility of the employee to maintain these checks for the duration of their employment and to the satisfaction of MASP.

Depending upon the role, employment with MASP may also be contingent upon the employee holding the following at the time of commencement:

- Satisfactory completion of a Fit for Work Assessment

New employees are subject to a satisfactory six-month probationary period.

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position.