

Position Description Schedule A

Navigator Youth & Family Worker

Approved by Kate Forer | Last updated on 14/02/2023

Position overview

Position title	Navigator/Youth & Family Worker
Team	Navigator
Employment type	Fixed contract part-time
Hours per week	15.2 hours per week (2 days)
Location	Cranbourne, South East Region
Reports to	Navigator Team Leader
Direct reports	Nil

About TaskForce

TaskForce Community Agency (TaskForce) plays an important role across communities in southeast Melbourne, whether helping individuals and families due to challenges with alcohol and other drugs or family violence, or enabling people through education, training, and employment. Operating for 50 years, we aim to help realise the potential of every client, through achieving outcomes and working towards healthier lives, relationships, and communities.

Statement of commitment to Diversity & Inclusion

TaskForce is committed to providing culturally safe, inclusive, and accessible services and work environments where all individuals feel supported and affirmed. We aspire to work in solidarity and alliance with Aboriginal and Torres Strait Islander peoples and acknowledge them as the traditional owners and custodians of the land. TaskForce values diversity, inclusion and social justice and is dedicated to actively addressing discrimination and ensuring every individual is treated with dignity and respect. We honour and celebrate our differences and uniqueness in culture and linguistic background, ethnicity, sex, gender identity, intersex status, sexual orientation, age, disability status, health status and religious or spiritual beliefs.

Statement of commitment to Child Safety

TaskForce is a child safe organisation. We are committed to the safety and wellbeing of all children and young people, and ensuring they feel safe and empowered in our programs and services. We respect and listen to children and young people. We take their concerns seriously and support them to meet their potential and thrive. This is a responsibility shared by all the people who work or volunteer at TaskForce or who are part of the wider TaskForce community.



We value diversity, inclusion, and equity. We support the cultural safety, participation and empowerment of Aboriginal children and young people, children, and young people from culturally and linguistically diverse backgrounds, LGBTIQ+ children and young people, and children and young people with disability.

We do not tolerate neglect or mistreatment and have zero tolerance for abuse of any kind. Safety concerns will be treated very seriously. Where appropriate, and safe to do so, we will always discuss concerns with families, carers and the community to encourage planned and joint action. We have legal and moral obligations to contact authorities when we are worried about a child's safety, and we will follow those procedures rigorously.

Our values

- We **start with care** | We are here to meet participants where they are at, to support, empower and respect them and each other in the work we do. We commit to behaviours that demonstrate our care and compassion, bringing out the best in everyone in every interaction.
- We **always listen** | We are here to listen, to think of the whole of a person in every connection. We commit to listening, learning, responding, and adapting to the needs of our clients, our staff, and our partners.
- We are **non-judgmental** | We are here to help everyone belong; to realise their potential. We commit to supporting every person who walks through our doors or engages our services without judgment.
- We are **continuously learning** | We are here to learn, innovate and bring the highest quality of service to our participants. We commit to seeking out and sharing knowledge within and beyond our sector and from our communities, not standing still in our models of care and program offers.

Our principles

- We are **client-centred** | The voice and lived experience of clients guides our work, practice and approach.
- We are **inclusive** | We welcome everyone into our service, continually striving for equity in access.
- We are a **wraparound service** | We look beyond the one area of need, supporting participants throughout their journeys.
- We **always work together** | We recognise that we can't act alone and know collaboration internally and externally is critical to success.



About the position

The Navigator program in the south East is a partnership between TaskForce and South East Local Learning and Employment Network, Centre for Multi-Cultural Youth (CMY), and South East Community Links. This Position Description describes the conditions and expectations for Navigator staff employed by TaskForce.

The Navigator program in the South East region is a partnership between four organisations which have worked together for 10 years on programs in the South East region. Consortium leader SELLEN assists in providing many pathways to education, further training and employment through its existing relationships and programs in the Region. TaskForce, Southeast Youth Links (SEYL) and Centre for Multi-Cultural Youth (CMY) are specialist provider of case management and wraparound services for young people with substance abuse and mental illness problems as well as support programs for parents.

The Navigator program will support disengaged learners, aged 12-17 years, to re-engage with an education or training pathway. Navigator services will seek out disengaged learners and actively work with them and their support networks, providing the support required for a successful return to education.

The Youth & Family Worker will deliver services to disengaged learners (12-17 years of age), to re-engage with an education or training pathway. Services will include a mix of case management, comprehensive assessment and re-engagement planning, family work, outreach, and group activities. Through these services the Youth and Family worker will assist young people to remain in education or to reconnect back into education and training. While the position will be based at Cranbourne, to ensure even coverage of the region each worker will have outreach responsibility to specified areas within the region and be responsible to service a defined cluster of schools.

Navigator will operate according to the following principles:

- Having high expectations of the learner's educational ability and growth prospects
- Ensuring young people are enrolled and engaged in school, or appropriate education and training, wherever possible and building the capacity of schools and other community services to work with disengaged young people.
- Prioritising a timely response to disengagement
- Listening to the learner and co-developing plans which draw upon their strengths and the strengths of their family support networks and community.
- Driving improvements in engagement, personal development and education outcomes such as attendance and attainment
- Ensuring services are culturally competent and meet, for example, the cultural needs of Aboriginal learners and learners who are refugees.
- Supporting the learner in the context of changes in family arrangements and school environment
- Ensuring positive and meaningful relationships between the worker and young person



- Supporting local area solutions, with schools and community networks showing commitment to supporting vulnerable young people, pooling resources, and working together
- Understanding and addressing the impact of mental health issues, i.e., anxiety and depression, and the impact of trauma and family violence

Key objectives

- Demonstrated capacity to provide flexible and innovative casework with individual young people who are at risk of disengaging or have already disengaged from education.
- Demonstrated knowledge and experience in working with families, particularly in terms of casework, individual and family support, group work and counselling.
- Demonstrated capacity to work effectively with practitioners from other agencies to support disengaged young people who require a range of services such as drug and alcohol support and housing support.
- Knowledge of the causes of educational disengagement and barriers young people in the region face in achieving a year 12 or equivalent qualification.
- Knowledge of the education system, programs and services available to young people and their families in the South East region
- Effective written, verbal, and organisational communication skills
- Demonstrated ability to work independently, and ability to work within a team.

Young people at risk of disengaging:

These young people still have a connection with school so it is through the school that they can be most effectively identified and engaged.

Key strategies will be:

- Development of strong relationships between the schools and the program.
- engagement with schools to support them in identifying and addressing the barriers to the young person's continuation in education.
- A continuum of services including vocational and aptitude testing; goal setting workshops; use of various career tools to establish career and performance pathway plans; placement in vocational programs and industry tours.
- Contribute to strengthening the school's capacity to retain at risk students.



Young people disengaging/Severely disengaged:

Young people in this service can be difficult to engage, track and monitor depending on the length of disengagement. They may also be involved in a number of other services such as Youth Justice, Out of Home and Drug and Alcohol services.

Key strategies will be:

- Networking and relationship building in local areas will ensure good referral pathways and coordinated service delivery.
- Assertive outreach - workers will be located within our clusters across the region and operate from schools, local drop in centres, Centrelink offices and anywhere else young people frequent so that young people have access to the service with minimal travel.
- Re-engagement plan involving wrap-around services to address identified needs with a focus on education, but including commencement of employment as well as social outcomes around family relationships, drug and alcohol use and community connectedness. Planning will build on individual learning plans that may have already been developed;
- Differentiated case management - different levels of intervention will be tailored to the young person's needs including short term support, referral, crisis response, advocacy, practical assistance, involvement in group activities, linking into short courses, intensive support, longer term mentoring, and wrap around service plans developed through brokerage to address complex needs;
- Advocacy - positioning staff within broader services teams, case review and case conferencing processes will ensure that the young person's needs are promoted across a range of stakeholders and access to broader service options both within TaskForce and Consortium Partners and the wider health, welfare, vocational training and employment, housing and other sectors is facilitated.
- Brokerage - will enable staff to offer practical help and support for young people, such as: purchasing phone credit, travel tickets or interview clothes; supporting young people with the cost of school fees and books; and paying for training programs and courses to help assist with work entry.
- Group Activities play a role in building a young person's confidence and self-esteem. Group work attracts young people to the service. Group activities will be offered to young people across all service types but particularly those who are not ready to engage.



Key responsibilities

Service Provision

- Conduct an initial assessment to confirm a young person's eligibility, referring young people into relevant services if they are not eligible.
- Develop a Re Engagement Plan in conjunction with the young person that sets out the goals and strategies to overcome barriers to education and the assistance to be provided to the participant, building on individual learning plans that may have already been developed such as Managed Individual Pathway Plans
- Monitor and support the Re Engagement Plan, keeping accurate records of activities, services delivered, proposed education, training and employment outcomes and support.
- Deliver an assertive outreach case management service to high needs young people not connected to education, training or employment across the South East region
- Deliver interventions specifically with high needs young people through direct services to the client group across the South East Region
- Provide support through a range of options including referrals to other key organisations to assist a young person to remain in education, training, or employment.
- Promote the services of the Navigator Program to relevant organisations and networks – e.g., secondary colleges, community groups, education and training providers Centrelink, Job Services Australia providers, housing and health services, youth sector networks, and other relevant organisations, and contribute to effective referral pathways.
- Maintain relationships with key organisations including education and community providers to further support and strengthen relationships with young people.
- Work with schools to identify young people at risk of disengagement and identify and implement strategies to assist young people continuing their education through case managed service.
- Ensure the young person's needs are promoted across a range of stakeholders and facilitate access to service options both within the organisation and the wider education, health, welfare, vocational training and employment, housing and other sectors
- Facilitate and sometimes deliver activities with groups of young people to attract young people to the service and build a young person's confidence and self-esteem.
- Where necessary, broker practical help and support for young people, such as: purchasing phone credit, travel tickets or interview clothes; supporting young people with the cost of school fees and books; and paying for training programs and courses to help assist with work entry.



Team work

- Operate in accordance with the organisations standards, philosophies, procedures and policies
- Contribute to good team communication and client outcomes by working professionally and co-operatively with all organisational staff.
- Perform your duties with integrity and impartiality towards your fellow staff, clients, and other professionals.
- Participate in activities to achieve the strategic goals of the organisation.
- Participate in agreed performance appraisal processes.

External Liaisons

- Local networks, young people, families, external organisations, education and training providers and institutions and employers, Government Departments, Youth Specific Networks.

Administration

- Ensure accurate, timely and effective communication processes within the team, within the agency and with external parties.
- Implement data collection systems to meet statutory and organisational requirements and use data to guide decision-making and evaluate outcomes.
- Maintain accurate records of activities and contacts, both on the electronic and manual file systems

Child and Young People Safety

- Follow and comply with TaskForce's Child Safety and Wellbeing Policy and TaskForce's Code of Conduct for Working with Children and Young People
- Support children and young people to feel safe and empowered in our programs and services
- Report concerns about a child or young person's safety to authorities (as per TaskForce policy).

Diversity and Inclusion

- Follow and comply with TaskForce's Diversity, Inclusion and Equal Opportunity Policy and TaskForce's Code of Conduct
- Support the diversity priorities as outlined by the organisation
- Not engage in discrimination or harassment of any kind.



Skills and experience

- Tertiary qualifications in the youth, community, employment, education sectors
- Administration and computer skills - file keeping, data entry, MS Word and Internet/email.
- These act as Key Selection Criteria
- Include essential personal qualities and behavioral traits required for the role

Other essential attributes

- Demonstrate understanding of the importance and application of inclusive practice when working with people from diverse communities, such as cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds
- Be able to self-regulate and self-monitor own behaviours, practice self-reflection at all times, display a commitment to realistically assess own personal strengths, limitations, biases, and effectiveness, and remain open to feedback and constructive criticism.
- Desirable requirements
- List desirable personal qualities and behavioural traits

Terms and conditions

- The position is for a contract period ending 31 December 2023 with the opportunity to extend, subject to the continued availability of funding.
- The incumbent will be provided with a mobile phone and access to the use of a pool vehicle for business travel.
- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010 (include level if applicable).
- As an organisation with public benevolent institution (P.B.I.) status, TaskForce offers all staff the opportunity to take up generous Salary Packaging.

To be employed in this position a person must:

- Be prepared to travel between the sites to meet the requirements of the job and to work out of various partnership locations
- Undergo a Police Check and a Working with Children Check. Offers of employment are subject to the results of these checks
- Hold a current driver's license
- Be eligible to work in Australia
- Familiarise themselves with, and observe all TaskForce business, community, therapeutic and human resources policies, procedures and practices
- Complete the TaskForce Online Induction within the first week of employment



- Participation in family violence identification and risk assessment training
- Comply with and support TaskForce's commitment to Diversity and Inclusion and Child Safety as detailed in this position description
- Follow TaskForce's codes of employee conduct, promote the interests and reputation of the agency and refrain from acting in way that would conflict with the best interests of TaskForce.

