

	Position Title: Student Engagement Case Manager		Team: Education and Youth Transitions - Gippsland		Region: Gippsland
	Supervisor: Team Leader Education and Youth Transitions - Gippsland	Delegations and Authorities: In Line with Delegations Policy	Band: A	Date Completed: November 2018	

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</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 providing assertive outreach and case management support to provide intervention and strategies for school / education 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. The Gippsland navigator program is delivered in partnership with Berry Street, VACCA, Save The Children and Take 2.</p>
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>		<p>The Student Engagement Case Manager will work within a multidisciplinary team of professionals to support young people who are struggling to engage in an education program. The Student Engagement 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
		REPORTING RELATIONSHIPS
		<p>The Navigator program operates across the Victorian Local Government areas of Latrobe, Baw Baw, Bass Coast and South Gippsland. This role is based at our Morwell office and will outreach to Leongatha, Warragul & Wonthaggi and other towns within the region.</p> <p>This role is part of the Education and Youth Transitions - Gippsland team and will report to the Team Leader – Education and Youth Transitions who will provide supervision and review. This role has no direct reports and works in conjunction with other team members.</p>

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together. • Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • 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 are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • Excellent written and oral communication skills with the ability to engage with empathy (including public speaking, presentations and facilitation skills). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies. • 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 organisations. • Ability to liaise effectively with local schools and 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. 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • A tertiary qualification in Community Services, Education, Social Work or similar. • Staff must hold a valid WWCC, current drivers licence always and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Experience within a school setting. • Experience in a case management.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • Work with students of school age who have high needs and challenging behaviours. (12 – 17 years) • Undertake educational assessment of children and young people with complex educational needs. • Develop and oversee the implementation of Individual Education Plans and programs 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. • Provide support and strategies to the young person with their relationships with family and significant others. • 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 case records (both paper and electronic), prepare progress reports, reports for case planning and case review meetings as required and on identified templates from DET and Berry Street. • 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 programs within the Latrobe, Baw Baw, Bass Coast and South Gippsland regions at all times to young people, the community, schools, training organisations, and employers. • Liaise and maintain respectful and productive relationships with other stakeholders including DET, schools and other agencies in the Latrobe, Baw Baw, Bass Coast and South Gippsland regions including case managers, care providers, teachers and other professionals involved with students regarding Individual Education Plans, attendance, behavioural issues and student wellbeing. • Work collaboratively with all service providers involved with each participant within the program. • Develop working relationships and maintain links with other Berry Street program areas. • Participate and contribute to team meetings, regular regional and organisational meetings as required.
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.

CONDITIONS OF EMPLOYMENT

1. There is no paid overtime, but any 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 Morwell Office however regular travel to Warragul, Leongatha and Wonthaggi will be required. 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 base salary for this position is SCHADS Level 5, PP1 \$72,296.41 (pro rata) 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 always 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-existing injury/disease 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
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Occasional
	Work in unstructured environments (e.g. outreach).	Occasional
	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
Manual Handling	Undertake manual handling (eg: lifting, moving, transferring, twisting, restraining, supporting) of clients.	Occasional
People Contact	Liaise with government, non-government and community organisations.	Regular
	Work with clients who may have a physical or sensory disability.	Occasional
	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.	Daily
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Support and participate with clients in recreational activities (eg: gardening, ball games, swimming, walking, camping, hiking, trampolining, tennis, and cricket).	Occasional
	Facilitate access to specialist, generic and community services.	Daily
	Assist with personal and self-care activities such as toileting, meals, dressing and maintenance of personal hygiene.	Occasional
	Undertake supervisory, recruitment, 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
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Use public transport including trains, buses, trams and taxis.	Occasional
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional
General Tasks	Undertake general household duties (eg: food preparation, sweeping, dusting, shopping, mopping, vacuuming, laundering, gardening, cooking, cleaning baths, showers and toilets).	Occasional