

IMPACT Community Services Position Description



JOB CODE: 04.021.03
JOB TITLE: Community Navigator - Case Manager
PROGRAM/SECTION: Cashless Debit Card (CDC)
REPORTS TO: Manager Support Services
AWARD: Social, Community, Home Care & Disability Services Award 2010
CLASSIFICATION: Level 2 pay point 3
PROBATIONARY PERIOD: 6 months (monthly reviews undertaken during this period)

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Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures.
 In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

What is our vision?	Improve lives
What is our mission?	Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation
What are our values? What do we expect from our staff and what do our clients expect from us?	<p>Build trust in relationships – Cultivate habits that build positive interactions and experiences with others</p> <p>Empower others – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity</p> <p>Be compassionate – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live</p> <p>Celebrate uniqueness – Create a place that is built on dignity and respect and where everyone is welcome</p> <p>Work together – Leverage collective genius to find new ways to think big, experiment and solve shared problems</p> <p>Create positive impact– Use our commitment and drive to energise, engage and inspire others to achieve our shared vision</p> <p>Strive for excellence – Pursue continuous growth, high performance and improvement</p>



OVERVIEW:

The purpose of the Community Navigator is to increase the participation of socially and economically disadvantaged individuals in the Bundaberg region, which is a trial site for the Cashless Debit Card.

Within the Bundaberg region, the Community Navigator – Case Manager:

- Supports individuals experiencing social and economic disadvantage to access services such as education, employment and housing.
- Assists individuals experiencing social and economic disadvantage to develop skills that enhance their economic and social participation.
- Supports children and youth under 18, or people who are unemployed, have a disability or come from culturally diverse backgrounds or are recently arrived migrants.
- Provide personal and mentored support for people experiencing mental illness to develop opportunities which will assist in building confidence, supporting recovery and reconnecting with the community.

MAIN DUTIES/RESPONSIBILITIES:

- Take reasonable care for personal health and safety in the workplace and that of others.
- Provide advocacy and peer support to participants, from a lived experience and recovery perspective, in a manner sensitive to cultural, age, gender and beliefs
- Support participants transitioning to the Cashless Debit Card to access a range of support services available in the community
- Provide intake and assessment services, develop case /recovery plans, and case monitoring, coordinate and refer appropriate services for children and youth under 18 and people who are unemployed, have a disability, come from culturally diverse backgrounds or are recently arrived migrants.
- Provide opportunities for individuals experiencing social and economic disadvantage to develop life skills (e.g. basic budgeting, navigating tenancies)
- Assist participants to develop evidence-based support/recovery plans with identified actions and activities to achieve goals and outcomes within set timeframes.
- Referral and soft introduction to support services identified in the support/recovery plan which enable participants to achieve outcomes.
- Assist in the development of strategies to ensure that all groups, including vulnerable and disadvantaged individuals can access services.
- Establish and sustain community networks/partnerships that together, offer an integrated and holistic service to support participants and/or families.
- Assist participants and/or families to achieve personal and social development.
- Promote the development of positive communication with support agencies by role modelling, education, and practical support.
- Provide information, appropriate referral pathways, and access to culturally appropriate resources and support.
- Engage and support where appropriate, family and carer links
- Maintain detailed Client records in both Supportability and DEX databases, Client data must be entered on a regular basis (daily)



- Attend and participate in team meetings as required
- Attend network meetings and social engagement activities to promote roll and services
- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organization. Where Higher Duties apply the relevant Award will be followed.

CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

Essential

- Relevant life experience and/or a demonstrated understanding of and ability to practice strength-based recovery approaches when working with individuals and families.
- Experience working with people with a mental illness
- Relevant mental health qualification
- Knowledge and understanding of the stresses on vulnerable families and the range of family risks which impact on individual and family outcomes
- Extensive knowledge of local support services and referral pathways
- Knowledge of and a commitment to early intervention as a strategy to optimise outcomes
- Demonstrated experience in managing clients with difficult behaviour
- Experience organising events and training
- Experience facilitating group training/forums
- Demonstrated computer skills with proficiency in Microsoft Office applications
- High level written and oral communication skills
- Excellent time management skills

Desirable

Ability to:

- Collaborate with a wide range of stakeholders both internally and externally
- Knowledge of and established contacts with mental health and community service providers within the local community
- Work independently or in a group setting
- Think and act calmly and deal sensitively with individuals exhibiting distressed or unpredictable behaviour

LICENSING AND ADMINISTRATIVE REQUIREMENTS

Employment is subject to holding all requirements listed below and failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment

- Queensland Driver's Licence / C Class
- This is an NDIS Risk Assessed Role and therefore this position must obtain and hold a Possession of, or willingness to obtain, Prescribed Notice (Yellow Card) or NDIS Card and Working with Children (Blue Card). There may be a requirement to also obtain a National Police Check (AFP).



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Acknowledgement

I have received, reviewed and fully understand the position description for Community Navigator-Case Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

PRINTED NAME

/ /

DATE

SIGNATURE

