



**POSITION:** Senior Case Manager

**REPORTS TO:** Campus Wellbeing Team Leader

**LOCATED:** Multi Campus setting

- Melbourne CBD
- Prahran
- South Melbourne
- Sunshine
- Werribee

**DATE UPDATED:** September 2024

## ORGANISATIONAL ENVIRONMENT

Hester Hornbrook Academy (Hester Hornbrook) is a Special Assistance School which provides flexible education and learning options, including VETiS (Vocational Education and Training in Schools), VPC (Victorian Pathways Certificate), VM (VCE Vocational Major), VCE and an *extend* program offering a variety of elective subjects. Recognising that mainstream education is not suitable for all young people, our programs are driven by the personal pursuits of students. Our HOPE – Healing Orientated Program of Education informs our Practice model which ensures the integration of academic intervention and growth with wellbeing and life skills. Teachers, Youth Workers, and Education Support Officers (ESOs) work together in a collaborative manner to support students to reach their individual goals. Our students include those who have disengaged from mainstream education, are young parents, currently in or leaving out of home care, experiencing homelessness and those who may be experiencing mental health challenges or learning difficulties.

## JOB CONTEXT

Each Hester Hornbrook classroom is supported by a multidisciplinary team comprised of a teacher, educational support staff and youth worker. The classroom team collaborates to provide a safe, respectful, and productive learning environment, where learning for wellbeing and wellbeing for learning go hand in hand. The team works in partnership with the students to understand and address the barriers to learning, to set and achieve academic pathways and other life goals. All staff bring different and overlapping skills and experience to the classroom and are required to role model effective teamwork in order to provide a holistic response to the students' educational needs.

**All roles within Hester Hornbrook will have a classroom allotment, this may include classroom instruction, the delivery of learning activities, the supervision of students, assertive outreach, and involvement in our other programs which support students to attain educational success.**

## JOB PURPOSE

The Hester Hornbrook Senior Case Manager is located within each campus hub and provides onsite leadership and expert advice to Youth Workers, Educators and ESOs around enhancing students Learning for Wellbeing

and Wellbeing for Learning.

The Senior Case Manager works as part of a collaborative classroom team and provides support tailored around supporting students' wellbeing and educational outcomes, both on campus and through outreach.

The Senior Case Manager is a member of the Hester Hornbrook Wellbeing Leadership team and will undertake a range of functions requiring a high level of knowledge and skills, within wellbeing, to achieve results in line with the organisations strategic and annual implementation plans.

The Senior Case Manager will facilitate regular formal supervision and reflective practice to identified staff at each campus and engage in all wellbeing leadership opportunities. The Senior Case Manager will further provide daily operational support to onsite leadership as required.

## **JOB EXPECTATIONS**

Duties of this role may include but are not limited to the following:

- Provide high quality case management and support to students within allocated classroom
- Contributing to the development and delivery of curriculum and class projects/activities
- In collaboration with the Wellbeing Team Leader, provide wellbeing secondary consultation and crisis intervention support to onsite Youth Workers, Educators and ESOs
- Provide formal supervision to identified staff onsite
- Work in collaboration and engage with the Hester Hornbrook wellbeing leadership team
- Participate in, and facilitate, meetings, debriefing, supervision, training and forums.
- Liaise with external stakeholders and attend/convene care team meetings where required
- Have a thorough understanding of trauma-informed and healing oriented framework and principles and apply to daily work
- Ensure that all Child Safe, risk management and HHA documentation is adhered to.
- Contribute to a culture of continuous review, improvement of student learning outcomes and achievement of the Hester Hornbrook Strategic Plan (SP) and Annual Implementation Plans (AIP).
- Ensure services are delivered within the framework of HHA/MCM policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by Leadership Team of HHA.

## **KEY RELATIONSHIPS**

This position may have relationships with a diverse range of HHA and MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

<b>Internal Relationships</b>	<ul style="list-style-type: none"><li>• Employees from the Hester Hornbrook team (e.g. Youth Workers, Teachers and ESOs)</li><li>• Employees from the MCM Living Learning team</li><li>• hester Hornbrook Academy Students and community</li></ul>
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- External Relationships**
- Education Partners
  - Relevant community services providers
  - Student's communities.

## KEY SELECTION CRITERIA

Applications to include a Cover Letter which highlights **how you have previously assisted a young person to improve their wellbeing outcomes which has resulted in success in educational outcomes, leading to learning for wellbeing** and a current CV with referees.

**The following key selection criteria must be addressed in the application for this position:**

**Essential:**

1. A qualification in Youth Work/Social Work/Community Development or significant demonstrated experience in both classroom and outreach.
2. Proven ability to provide outreach supports to disengaged young people to enable them to develop educational knowledge and skills to transition to the classroom
3. Experience working with young people who have existing barriers to engaging in education, LGBTQIA+ young people, First Nation young people and young people from diverse cultural backgrounds. .
4. An understanding of trauma-informed practice, restorative justice principles and the necessary skills to engage young people with multiple and complex needs.
5. Demonstrated experience working within a case management framework. Highly developed skills and experience in risk and needs assessment and risk management.
6. Demonstrated experience working with external stakeholders and convening care team meetings.
7. Demonstrated experience in leading staff and managing day-to-day competing priorities.
8. Understanding of relevant legislation, including Child Safe Standards as they are relevant to a Senior Secondary School setting.

## OCCUPATIONAL HEALTH & SAFETY REQUIREMENTS

HHA/MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all HHA/MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

## OUR VALUES

Employees are expected to commit to and demonstrate HHA/MCM's values:

<b>TOGETHER</b>	<p>We are inclusive and accepting of difference.</p> <p>We work in highly effective teams and our people are connected across our organisation.</p> <p>We engage proactively with others to deliver outcomes.</p>
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<b>COURAGEOUS</b>	<p>We speak up constructively in line with our convictions.</p> <p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
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<b>CURIOUS</b>	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
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<b>OPEN</b>	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people's voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
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<b>ACCOUNTABLE</b>	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>
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