

# Job Description – Team Member

## Flexible Learning Options (FLO) Case Manager



**Directorate:** Operations  
**Reports to:** Program & Practice Lead  
**State:** South Australia  
**Direct Reports:** 0 **In-direct Reports:**

**Award:** SCHADS  
**Review Date:** Sept 2021

*Whitelion acknowledges the traditional Owners and Custodians of the land on which it is situated and we pay respect to their elders past and present. Whitelion is committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity.*

### About us

At Whitelion Youth we have a vision of a world where no young person is left behind, where all young people have the right to equitable opportunities to reach their potential. Everyday our staff and volunteers work with young people at risk who have been impacted by the justice system, out of home care, homelessness or complex and chronic disadvantage and we support them to build positive community connections and meaningful pathways to work.

As a team of staff and volunteers we are committed to always turning up and doing our best, we deliver on our commitments and we contribute to an inclusive and welcoming environment where everyone can belong. You can find out more by accessing Strategy 2023 [here](#).

### About the role

Your purpose is to realise Whitelion's vision by supporting young people to engage in their education and by delivering results and sustainable growth.

You will provide direct outreach case management services to young people referred to Whitelion on a Flexible Learning Options (FLO) enrolment, delivered in accordance with the FLO Guidelines and Case Management Standards.

You will also support the development, implementation and delivery of engagement and learning programs, as required.

### Role responsibilities

- Undertake weekly case management of young people to support their active engagement in Flexible Learning Option programs and courses.
- Use creative strategies to maintain regular attendance rates including home visits.
- Follow up non-attendance with parents, guardians, community of care and clients on a regular basis, whilst working with the team to look at alternative approaches of engagement.



- Support clients to address areas impacting on their lives such as Centrelink appointments, referrals to housing or mental health/counselling services etc.
- Use the Flexible Learning and Transition Plan and the Coaching Young People for Success resources, develop goals, objectives and actions which can be worked on with the clients.
- Maintain accurate and up to date records of individual young people including case notes, reporting and surveys.
- Make connections with families and the broader community
- Support with the delivery of engagement and learning programs.
- Where required provide transport for clients to attend their learning program as needed
- Attend and participate in community events as required

## Role requirements

### Experience

- Previous experience working in client case management preferably with at risk young people experiencing trauma
- Previous experience working with Aboriginal and Torres Strait Islander young people and a good understanding of the issues facing First Nations people is preferred
- Demonstrated experience engaging young people in the development of case plans while working towards goals of education, vocational training, and employment
- Excellent computer literacy skills, in particular Microsoft 365 applications
- Excellent verbal and written communication skills
- Excellent organisational skills and ability to meet deadlines

### Qualifications

- Current Working with Children and Criminal History Check
- Qualification in Certificate IV Youth Work, Youth Justice, Social Work, Psychology and Social Science (this is a requirement of the Department for Education)
- Current Child Safe Environment or Through Their Eyes training
- Responding to Risks of Harm, Abuse and Neglect – Education and Care (RRHAN-EC) certificate or willingness to undertake before employment
- Current driver's license

## General conditions

All Whitelion staff and volunteers must also adhere to the following requirements:

- Whitelion is committed to preventing any danger to children and young people who engage with our services. We do this by constantly working on creating a safe, empowering and respectful culture.
- All reasonable Health and Safety guidelines, policies and directions.
- Demonstrate the skills and knowledge to work with Aboriginal and Torres Strait Islander people in a culturally safe way.
- Undertake a police check prior to commencement and every 3 years after.

## Personal Competencies

The values and behaviours that demonstrate how Whitelion people think and act:

- Collaboration:** You are open to working closely with your teammates to help each other achieve quality outcomes, and to support each other's safety and wellbeing.
- Committed:** You bring positivity, focus and energy to your work and get inspired by achieving quality outcomes in all parts of your role. You are resilient and see setbacks as opportunities for growth and development.
- Accountable:** You do what you say you are going to do. You can work independently, prioritise and manage multiple tasks and know how to speak up if you need help with delivering to agreed deadlines.
- Inclusive:** You work hard to educate yourself on what it takes to create a truly inclusive culture, and you value the experiences and alternative views of those around you. You believe that diversity leads to success.