

## Position Description

<b>JOB TITLE</b>	KEYS (Kids Early Years) Navigator (Aboriginal Engagement)
<b>REPORTS TO</b>	KEYS Navigator Manager
<b>DATE</b>	July 2022
<b>CONTRACT TYPE</b>	Fixed Term
<b>BACKGROUND</b>	
<p>The KEYS Network is an initiative which has been developed by the Service Delivery Reform Group in Western Sydney, seeking to provide a more comprehensive and systemic approach to vulnerable families (with children under 5 in the area, by removing organisational barriers to deliver care that is value based, evidence based, and person-centred.</p> <p>The KEYS Network will include a team of navigators, seconded from the Western Sydney Local Health District, the Sydney Children's Hospital Network, Education, Communities and Justice, and WentWest.</p>	
<b>POSITION OBJECTIVE</b>	
<p>The KEYS Navigator (Aboriginal Engagement) will work within a multiagency team, to provide information and assistance to service providers, identify vulnerable families and their needs, support access and co-ordination of quality services between agencies to families, and ensure there is a coordinated shared family plan for ongoing support to each family.</p> <p>This Navigator plays an integral role in coordinating care for Aboriginal families in Western Sydney with identified vulnerabilities, contributing to the positive outcomes experienced by families, and the overall KEYS initiative in Western Sydney.</p>	
<b>KEY RESPONSIBILITIES</b>	
<ul style="list-style-type: none"><li>• Work collaboratively with other KEYS Navigators to obtain organisational information regarding clients referred to the program.</li><li>• Identify vulnerable families and their needs; support access and co-ordination of quality services between agencies to families.</li><li>• Provide a central point of contact for the screening and assessment of families, referred to the service, in accessing and coordinating service provision.</li><li>• Support families to access the range of services they need in order to support their whole family unit</li><li>• Work across and between the family and service providers, connecting providers already working with a family; be able to identify and locate other appropriate providers as needs emerge.</li><li>• Provide information and support to referrers and 'family advocates' regarding the KEYS Network Framework, including identification of family needs, accessing of appropriate service providers, and the development of culturally appropriate, shared coordinated family plans.</li><li>• Develop strong partnerships with key service providers including Aboriginal and non-Aboriginal stakeholders, to understand available services, develop effective referral pathways and negotiate services which best meet family needs. This may include advocacy regarding access and service delivery.</li></ul>	

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- Identify options for brokering external service provision where supports are not available within the current service system in line with agreed processes.
- Work with agencies to adapt plans and service delivery to meet the changing needs of families, and in response to acute life events/crisis.
- Ongoing monitoring of families referred to the program to ensure that families are receiving services in line with their agreed family plan. This includes monitoring and reviewing whole of family and individual outcomes.
- Participate in KEYS Network Program meetings, and assist in the implementation, design, improvement and ongoing delivery of the service.
- Perform other duties reasonably required as directed.
- Ensure “best practice” processes across all areas of responsibilities.
- Comply with the organisations policies and procedures.
- Ensure the safety of yourself and others in line with the organisations WHS policies and procedures and the Workplace health and safety Act 2011.

### ADDITIONAL REQUIREMENTS AND TRAVEL REQUIRED

- Applicants for this role must identify as an Aboriginal person and be connected to Aboriginal culture and community.
- Regular travel to meet with stakeholders across Western Sydney is required as a part of the role.
- Some out of hours work may be required.

### QUALIFICATIONS

- Tertiary qualifications in a health, social work, psychology, social science welfare or related discipline with demonstrated commitment to ongoing professional development.

### SKILLS AND EXPERIENCE

#### Essential

- Demonstrated ability to communicate sensitively and effectively with, and understand issues impacting on Aboriginal and Torres Strait Islander peoples
- Experience in community services and working on community-focused projects, preferably with outside agencies
- Demonstrated experience in writing family plans, briefs and other reports
- Proven experience establishing and maintaining relationships with government and non-government agencies
- Ability to hold a view across multiple agencies and systems
- Demonstrated organisational and problem-solving skills, ability to prioritise and meet deadlines and work in a dynamic and evolving program
- Excellent communication and influencing skills, especially in dealing with vulnerable clients
- Demonstrated skills in service planning and involvement in quality improvement activities
- Excellent IT skills including ability to learn and adapt to new and developing systems
- Experience in engagement and developing relationships with a range of stakeholder agencies and service providers
- Strong team player, able to work independently and co-operatively with a diverse team from various government and community backgrounds

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- Compliance with WentWest's mandatory COVID-19 Vaccination Policy requiring double vaccination against COVID-19

### PRE APPOINTMENT REQUIREMENTS

- Applicants for this role must identify as an Aboriginal person and be connected to Aboriginal culture and community
- Right to work in Australia documents (Passport, or Birth certificate with 100 points of ID)
- Certification of any tertiary qualifications and professional memberships
- Verification of double vaccination against COVID-19 in accordance with WentWest's mandatory COVID-19 Vaccination Policy
- National Police check completed in the last 6 months
- Working With Children Check
- Current driver's licence and relevant insurances

### WENTWEST VALUES - behaviours and ways of working the organisation sees as critical

Display an attitude and behave in a manner that is in keeping with our Core Values and through own behaviour, and through effective implementation of a positive team-based culture

**Creativity** – challenge convention

**Leadership** – Inspire action

**Equity** – actively overcome barriers

**Excellence** – be the best we can be

**Respect** – understand others