

Role Description

Intensive Education Case Manager

Inclusion and Diversity

We all have a role in making our workplace one that embraces and values diverse backgrounds, perspectives and life experiences, creating a workplace where [we all belong](#).

Reasonable adjustments may be discussed with your manager, approved and documented to support and promote human rights and diversity across the workforce.



Job Evaluation No.	24105	Content Manager No.	24/176429
Work Unit	Far North Queensland Region Early Childhood and State Schools Division		
Location	Cairns Regional Office OR Atherton Regional Office		
Classification	AO7 Qld Public Service Officers and Other Employees Award - State 2015 36 ¼ hour week		
Job Type	Temporary Full-time Temporary period until 13 December 2024 unless otherwise determined		
Salary Range	\$127,264 - \$136,293 per annum Salary is reflective of full-time employment (1.0FTE) <i>Plus superannuation contributions of up to 12.75% of your annual salary.</i>		

Your employer

The Department of Education (DoE) is committed to delivering responsive services focused on equity and excellence to Queenslanders and their communities. We promote equity and excellence by our commitment to respect, protect and promote human rights. Our objectives are: a strong start for all children, every student realising their potential, fair and safe workplaces and communities, capable people delivering our vision. Our vision is one of equity and excellence in a progressive, high performing education system that realises the potential of every student.

For more information about the department, please visit our website at www.ged.qld.gov.au

Your opportunity

As the Intensive Education Case Manager, you will work collaboratively in a multi-disciplinary team to deliver intensive case management, provide transition supports as well as manage education, intervention and prevention initiatives relating to students who are at risk of disengagement, already disengaged or at risk of becoming involved with the youth justice system.

The Intensive Education Case Manager reports to the Nominated Manager, Nominated Regional Office, Nominated Region, Early Childhood and State Schools Division.

Your role

Responsibilities include:

- Provide intensive case management that may require educational and behaviour intervention for students at risk of disengagement from education, in accordance with legislative, policy and procedural requirements.
- Establish and sustain effective partnerships with young people, parents/carers and the school principal during and beyond the case management process and initiate referrals and access to support.
- Analyse information and data to gain an understanding of the young person's strengths and provide strategic advice on identified concerns to inform effective case-management, integrated support planning and inform service enhancements.
- Deliver best practice case-management and integrated support to improve educational outcomes and strengthen engagement with the school where appropriate, through intensive engagement with families, education providers, community organisations and other key stakeholders.



- Facilitate the development and coordination of individual support plans including behaviour support plans, risk assessments and education and transition plans in collaboration with key stakeholders including school staff, parents and students (where appropriate) to support engagement and implement strategies to improve learning and engagement outcomes.
- Implement inclusive and culturally appropriate case management strategies for First Nations students, students with disability and students from culturally diverse backgrounds in collaboration with internal and external stakeholders, families and communities.
- Build and sustain effective partnerships with a broad range of internal stakeholders including Principals, Senior Guidance Officers, Youth Transition Officers, and external stakeholders including government and non-government organisations and service providers to achieve quality educational outcomes for students.
- Maintain record and information management activities including accurate case records and activity records, to ensure accountability in accordance with legislation, policy and procedures.
- Prepare submissions, reports, briefing material and correspondence on intensive case management issues for senior executives.
- Adhere to the highest standard of conduct, confidentiality and information privacy requirements of the department.

Other responsibilities (as required)

- Other suitable duties, consistent with the duties and responsibilities of the position as directed by the supervisor or nominated delegate.

Competencies – How you may be assessed

[Leadership Competencies for Queensland](#) describes what highly effective, everyday leadership looks like in the public sector. In simple, action-oriented language, it provides a common understanding of the foundations for success across all of our roles within the department.

Vision:

- Leads strategically – thinks critically and acts on the broader purpose of the system.
- Stimulates ideas and innovation – gathers insights and embraces new ideas and innovation to inform future practice.
- Leads change in complex environments – embraces change and leads with focus and optimism in an environment of complexity and ambiguity.
- Makes insightful decisions – makes considered, ethical and courageous decisions based on insight into the broader context.

Results:

- Develops and mobilises talent – strengthens and mobilises the unique talents and capabilities of the workforce
- Builds enduring relationships – builds and sustains relationships to enable the collaborative delivery of customer-focused outcomes.
- Inspires others – inspires others by driving clarity, engagement and a sense of purpose.
- Drives accountability and outcomes – demonstrates accountability for the execution and quality of results through professionalism persistence and transparency.

Accountability:

- Fosters healthy and inclusive workplaces – fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised.
- Pursues continuous growth – pursues opportunities for growth through agile learning and development of self-awareness.
- Demonstrates sound governance – maintains a high standard of practice through governance and risk management.

Additional information

- This role description works in conjunction with the Candidate Information Package.
- It is a mandatory condition of this role that you:
 - Possess a current Working with Children Check clearance (blue card) issued by Blue Card Services.
 - Possess a current drivers' licence.
 - Are required to work some after hours.
 - Are required to travel and overnight absences from base may be required.