



YOUTH SUPPORT WORKER - POSITION DESCRIPTION

POSITION TITLE: Youth Support Worker (12 months contract possible extension subject to funding)

PROGRAM AREA: Homeless Support Services

REPORTING TO: Team Leader – Client Services

LOCATED: 1030 Whitehorse Road, Box Hill Vic 3128

DATE: September 2018

ORGANISATIONAL CONTEXT:

Originally formed in 1981 from the efforts of the local Box Hill community to respond to the increasing numbers of homeless young people in the area, FAN first began with a community placement service, shared private rental model and a volunteer support mentoring program. While thirty three years of operation has passed since the organisations inception, the core principles which first underpinned FAN's approach remain both relevant and active today.

FAN is underpinned by a strong client focused, rights-based approach that seeks to maximise positive outcomes for young people through timely intervention and strategic responses. FAN provides a range of services for young people, young families and accompanying children who are experiencing or at risk of homelessness including:

- Homeless Support Services, incorporating
 - Transitional Support Program;
 - Private Rental Brokerage Program;
 - and
 - Same Sex Attracted Transgender Intersex (SSATI) young people Program
 - Housing Establishment Fund Homeless Youth Dual Diagnosis Initiative
- Life Skills and Volunteer Programs
- Children's Program – Early Years;
- Equity Support Program

The successful applicant will be required to commit to FAN's Service Philosophy, Core Principles, Values and Service Objectives and align their work to the organisation's practices, protocols and strategic objectives.

Mission Statement

Family Access Network will provide support to young people who are experiencing homelessness and those at risk of homelessness in the form of:

- Access to accommodation and support options including therapeutic interventions for both young people and accompanying children.
- Development of resources for young people, children and staff.
- Provision of social skill development opportunities for at risk young people and accompanying children.
- Engaging in high quality research while conducting in-house research on best practice and innovation

Vision

FAN's vision is a 'community which acknowledges and values the dignity and worth of all citizens and enables individuals to deal positively with adverse situations in their lives'. We do this through the following Core Principles:

Supporting young people's right to self-determination

In recognition of the needs of homeless and at risk young people, young families and accompanying children, same sex attracted transgender intersex young people FAN provides services that offer individual support according to their identified needs;

Assisting young people toward independence and empowerment over their own lives

To reduce homelessness, FAN supports and assists young people, young families and accompanying children, same sex attracted transgender intersex young people, who are experiencing homelessness to achieve independence and empowerment;

Advocating for, on behalf of and with young people on the public and political stage

FAN undertakes advocacy and develops public awareness of the issues relating to homelessness in general, underpinned by our commitment to housing as a basic human right.

Core Values

FAN board, staff and volunteers embrace, support and contribute to the following core values;

- Client empowerment, social inclusion and participation embedded in programs and services
- Upholding and promoting a rights based approach
- Person centred practice
- Respectful and embracing diversity
- Trust, honesty and integrity
- Improvement, innovation and best practice.

POSITION CONTEXT:

FAN's **Homeless Support Services** operates under the principles of the DHHS Standards, funded by Department of Health and Human Services (DHHS), provide support to young people between the ages of 15-25 who are experiencing or at risk of homelessness. The client group consists of single young people, young same sex attracted, transgender and intersex young people, young pregnant and parenting women, young families and accompanying children.

The role requires the Youth Support Worker to work within a case management framework of principles, standards and ethics which enhance client choice and responsibility. Case management is a collaborative, client-focused approach, aimed at empowering and working with clients to effectively meet individual needs. It is a two pronged approach incorporating direct client service, based on sound assessment and support planning, and coordination of access to and delivery of, a range of other appropriate support services.

The **Private Rental Brokerage Program** initiative is aimed at enhancing support to young people 15 – 25 years and identifies a need for improved access and support for indigenous and culturally and linguistically diverse young people. The focus is to assist and equip young homeless people to access, retain and maintain private rental accommodation as a long-term option through associated resources, such as: flexible support packages to assist homeless young people secure and establish private rental accommodation; the development and delivery of skills based programs to increase opportunities for sustainability in the private rental market; and the development of collaborative working relationships with existing homelessness services, real estate agents and specialist services as required.

DUTIES AND ESSENTIAL JOB FUNCTIONS OF THE YOUTH SUPPORT WORKER

Direct Service Delivery and Client Outcomes

1. Provide direct case managed support to homeless young people/young families and accompanying children placed in accommodation options such as crisis accommodation, transitional housing, interim response, HEF and private rental or other housing.
2. Pro-actively assist the target group to access appropriate accommodation options to meet their needs.
3. Establish goals, develop and review support plans and monitor progress in conjunction with clients.
4. Receive and respond to requests and referrals, undertake assessments of potential clients referred to FAN.
5. Use a case management approach with clients, guided by client centred practice and keep appropriate case and client records.
6. Maintain a rights-based client focused approach in all aspects of service delivery.
7. Facilitate positive outcomes for clients through the provision of information, support and advocacy.
8. Develop and maintain positive working relationships with relevant services within the homelessness and related service system.
9. Maintain appropriate liaison and referral processes with Opening Doors, THM's, generalist and specialist youth, family and children's services and other relevant organisations in the sector and the community consistent with the presenting needs of clients.
10. Have an understanding of the Private Rental Brokerage Program.
11. Assist to develop, implement and facilitate programs and workshops that address necessary issues for at risk youth (including young mothers and SSATI clients) aged 15-25 years in the City of Whitehorse

Systems, Workplace Team and Culture

1. Adhere to the policies and procedures of FAN and all relevant legislations/compliance requirements and professional frameworks.
2. Assist in the development of policy and guidelines in relation to funding bodies and the future direction of Family Access Network.
3. Participate in the ongoing evaluation and review of the agency and contribute to continuous quality improvement in policy development, client interventions and practices.
4. Develop and maintain appropriate and positive relationships with FAN colleagues, including Volunteers, partnerships/collaborations and integrated programs/models, relevant services within the homelessness and related service system.
5. Maintain appropriate data, reporting and other accountability systems, including internal/external reporting to Management, Board, and partner agencies and funding bodies.
6. Assist in the development of funding/growth opportunities for FAN
7. Assist in the promotion, publicity and development of general information on the programs offered by FAN
8. Support and resource the range and scope of interventions endorsed by FAN, in terms of: partnership and/or pilot projects, research, sector enhancements and other activities as guided by FAN's strategic directions.
9. Adhere to principles of best practice and demonstrate appropriate code of conduct, effective communication and maintaining professional standards.
10. Contribute to the development, maintenance, and review of relevant systems and processes in line with legislation, funding and/or partnership requirements, standards, accreditation and quality frameworks.
11. Carry out a variety of other administrative and operational tasks relevant to the position and consistent within a team environment, including participation and contribution to the FAN portfolio initiative and program reviews.
12. All staff is required to respond to clients presenting at FAN regardless of their program area and

in particular if the primary worker in that area is not available to provide a client focussed/integrated service.

Selection Criteria

Applicants **must** address the following selection criteria to support their application:

1. An understanding of the underlying causes of homelessness and the social justice principles reflected in contemporary practice and articulated in sector frameworks and reforms.
2. Knowledge and understanding of issues confronting young people including young people who are same sex attracted, transgender and intersex, young families and accompanying children experiencing or at risk of homelessness.
3. Demonstrated ability to work with people who are marginalised. Applicants are encouraged to articulate their professional framework in regard to client practice.
4. Experience in service delivery through demonstrated case management practice, ideally in the homelessness service system, incorporating effective intervention methods to maximise positive client outcomes.
5. Capacity to manage a varied workload and prioritise tasks to meet deadlines and accountability requirements in both written and oral form within and external to FAN.
6. Demonstrated ability to function effectively within a team environment, including preparedness to resource and work alongside volunteers linked to a mentoring program.
7. Ability to work in a variety of communication mediums and technologies and proficient in preparing reports, analysing data and trends and contributing to organisation practice reflection, program developments and enhancements.

OTHER FUNCTIONS & RESPONSIBILITIES:

Requirements of the Position

It is expected that the successful applicant will:

- Operate from a client focussed rights-based approach.
- Have the willingness and capacity to effectively and professionally represent FAN in the sector
- Be proficient in a variety of communication mediums and technologies.
- Hold a current, valid, and full driver's license.

- Have well developed interpersonal, written and communication skills.
- Demonstrate an empowering work style.
- Work within an ethical framework and adherence to FAN's Code of Conduct.
- Successfully complete Working with Children and National Police Records checks.

Other Requirements

All intellectual property created by you during or arising out of your employment as FAN rests in FAN. Intellectual property refers to any confidential information on FAN and its processes, systems, reports, activities, events, logos or designs.

FAN's service delivery model is governed by the DHHS Standards; Children and Families Act 2005, OHS Act (2004) and the Occupation Health and Safety Regulations (2017) (Vic), Health Records Act, Victorian Charter of Human Rights (2007), Partnership, Funding and Service Agreements; as well as all relevant legislation relating to children, young people and the provision of services currently in place or established during the course of your employment.

FAN is bound by the principles of the information Privacy Act 2000 (Victoria) and Privacy Data and Collection Act 2014 (Victoria). Other than as required by law or as expressly permitted by FAN you must not use divulge any information gained from your employment with FAN, except in the proper course of performing the duties of your position.

Vehicles are available for client appointment; meetings or other work related activities; use of the vehicle(s) to be negotiated with the team and reflected in the Outlook appointment system. You are required to be familiar with the FAN vehicle policy prior to using a vehicle, noting that the last worker to use a vehicle for the day is responsible for the return to secure parking.

FAN is committed to the promotion of the occupational health, safety and wellbeing of all its employees to support service quality and worker job satisfaction, and requires a commitment to mutual respect, professional and ethical conduct and the absence of bullying. Employment at FAN is subject to successful Working with Children's and Criminal Records Checks prior to commencement. The successful applicant must have a current Victorian Driver's license.

QUALIFICATIONS/EXPERIENCE:

It is expected the successful applicant will:

- Possess a Bachelor in social work/youth work/community services or other relevant tertiary qualification.
- Demonstrable knowledge and interest in homelessness.

- Demonstrate specific skills/knowledge in supporting at risk young people, young families and accompanying children

REPORTING RELATIONSHIPS:

Support Workers will report to the Team Leader Client Services.

SALARY AND CONDITIONS OF SERVICE:

Salary will be paid as per the Social Community Housing & Disability Services (SCHADS) Award, Year according to experience and qualifications