



## YOUTH SUPPORT WORKER - POSITION DESCRIPTION

**POSITION TITLE:** Youth Support Worker

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**PROGRAM AREA:** Homeless Support Services

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**REPORTING TO:** Manager - Client Services

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**LOCATED:** 1030 Whitehorse Road, Box Hill Vic 3128

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**DATE:** September 2019

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### ORGANISATIONAL OVERVIEW:

Family Access Network (FAN) has been making a difference in young people lives since 1981 and is committed to responding to the diverse needs of homeless and at risk young people and young families.

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, family violence and social isolation including:

- Homeless Support Services, incorporating
  - Transitional Support Program case management
  - Private Rental Brokerage Program
  - Housing Establishment Fund
  - Homeless Youth Dual Diagnosis Initiative
- Pathways to Resilience – Family Violence Therapeutic Intervention for LGBTIQ Young People
- Life Skills – including Young Mums Group and Eastern Diversity Group (EDG)
- Engage – Whole Package LGBTIQ Program
- Peer Leadership Program
- Volunteer Program – Lead Tenants and Mentors
- LGBTIQ Capacity Building Project
- Children’s Program – Early Years
- Equity Support Program

## **POSITION OVERVIEW:**

The Youth Support Worker will work as part of the Client Services Team.

The position will be involved in a case management role with young people, young families and accompanying children who are experiencing or at risk of homelessness. This diverse role will also work across our Life Skills programs.

## **DUTIES AND ESSENTIAL FUNCTIONS OF THE YOUTH SUPPORT WORKER**

1. Provide direct case managed support as needed, in 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. This includes working with clients from homelessness through to private rental outcomes.
3. Assist homeless young people secure and establish private rental accommodation.
4. Establish goals, develop and review support plans and monitor progress towards identified outcomes in conjunction with clients.
5. Receive and respond to requests and referrals, undertake assessments of potential clients referred to FAN including internal referrals.
6. Use a case management approach with clients, guided by client centred practice and keep appropriate data, case and client records.
5. Maintain a rights-based client centred approach in all aspects of service delivery.
6. Facilitate positive outcomes for clients through the provision of information, support and advocacy.
7. Develop and maintain positive working relationships with colleagues at FAN and relevant services within the homelessness and related service system.
8. Maintain appropriate liaison and referral processes with Opening Doors, THM's, generalist and specialist youth, family and children's services, family violence and other relevant organisations in the sector and the community consistent with the presenting needs of clients.
9. Assist to develop, implement and facilitate programs and workshops that address developmental, life skills and social support needs for at risk young people (including young mothers, LGBTIQ young people and peer leadership programs)
10. Contribute to public awareness through research, partnership and community projects, exploring funding and related projects consistent with the current and emerging client needs.

## **Key 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 LGBTIQ, young families and accompanying children experiencing or at risk of homelessness.
3. Experience and/or knowledge in service delivery through demonstrated case management practice, ideally in the homelessness service system, incorporating effective intervention methods to maximise positive client outcomes.
4. 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.
5. Experience and/or knowledge of group work delivery including implementation and facilitation.
6. Demonstrated ability to function effectively within a team environment, including preparedness to resource and work alongside volunteers.
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.
8. Bachelor Degree in a relevant field.
9. Hold a full drivers licence.

## **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 Manager - 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 with additional employee benefits.

## **Pre- Employment Requirement**

Satisfactory completion of National Police Records Check and Working With Children Check