



LGBTIQ SPECIALIST YOUTH WORKER - POSITION DESCRIPTION

POSITION TITLE: LGBTIQ Specialist Youth Worker

PROGRAM AREA: Homeless Support Services

REPORTING TO: Manager - Client Services

LOCATED: 1, 2-10 Harrow Street, Box Hill, 3128

DATE: June 2023

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, young families and children.

FAN is underpinned by a strong client focused, strengths-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, Young Families Programs, and Eastern Diversity Group (EDG) – LGBTIQ+ social support group
- Talking with Pride – LGBTIQ+ Family Violence Therapeutic Group
- Peer Leadership Program
- Volunteer Program – Lead Tenants and Mentors
- LGBTIQ Capacity Building Project
- Children's Program – Early Years
- Equity Support Program

POSITION OVERVIEW:

The LGBTIQ+ Specialist Youth Worker will work as part of the Client Services Team.

The position includes case management, assisting with planning and delivery of LGBTIQ+ groups for young people, and development and delivery of internal and external capacity building activities.

Talking with Pride is a therapeutic group for young LGBTIQ+ people who have experienced family violence. Eastern Diversity Group (EDG) is a social support group for young LGBTIQ+ people who are experiencing or at risk of homelessness.

DUTIES AND ESSENTIAL FUNCTIONS OF THE LGBTIQ SPECIALIST YOUTH WORKER

1. Provide direct case managed support as needed, in crisis accommodation, transitional housing, interim response, Housing Establishment Fund (HEF) and private rental or other housing.
2. Receive and respond to requests and referrals, undertake thorough assessments of potential clients referred to FAN including internal referrals.
3. Pro-actively assist clients to access appropriate accommodation options to meet their needs. This includes working with clients from homelessness through to private rental/public housing or other outcomes.
4. Establish goals, develop and review support plans and monitor progress towards identified outcomes in conjunction with clients.
5. Use a case management approach with clients, guided by client centred practice and maintain thorough and compliant data, case and client records.
6. Assist young people to secure and establish private rental accommodation.
7. Maintain a rights-based client centred approach in all aspects of service delivery.
8. Facilitate positive outcomes for clients through the provision of information, support and advocacy.
9. Develop and maintain positive working relationships with colleagues at FAN and relevant services within the homelessness and related service system.
10. Maintain 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.
11. 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, young families, children, LGBTIQ+ young people and peer leadership programs and others that may emerge)
12. Contribute to public awareness through research, partnership and community projects, exploring funding and related projects consistent with the current and emerging client needs.
13. Facilitate the LGBTIQ+ family violence therapeutic group including the planning, preparation, and the monitoring of participants pre and post group. Participate in Pathways to Resilience intake, practice reflection and training.
14. Provide therapeutic support for young LGBTIQ+ people who are experiencing or have experienced family violence.
15. Ensure administrative tasks related to the groups are completed in a timely manner. This includes planning, recording data and writing of reports.
16. Liaise with schools/services/agencies to promote programs and increase referrals.
17. Maintain a rights-based client centred approach in all aspects of service delivery.

18. Provide training internally and externally to build organisations Capacity Building around LGBTIQ+ issues relating to homelessness and family violence
19. Contribute to the LGBTIQ+ portfolio at FAN.

Key Selection Criteria

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

1. Experience in client case management
2. Experience and/or knowledge of group work delivery including implementation and facilitation.
3. Knowledge and understanding of issues confronting LGBTIQ+ young people in particular those who have experienced or are experiencing family violence and homelessness.
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. Demonstrated ability to function effectively within a team environment, including preparedness to resource and work alongside volunteers.
6. 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.
7. Understanding of LGBTIQ+ services and ability to respond to the needs of LGBTIQ+ people
8. Experience in capacity building by delivering training relating to LGBTIQ+ issues.
9. Bachelor Degree in a relevant field or equivalent tertiary qualifications and experience.

QUALIFICATIONS/EXPERIENCE:

It is expected the successful applicant will:

- Possess a Bachelor Degree in Social Work/Youth Work/Community Services or other relevant tertiary qualification.
- Demonstrable knowledge and interest in homelessness.
- Demonstrable knowledge and interest in LGBTIQ+ young people and their wellbeing.
- Experience in the delivery of group work in the community sector.
- A minimum of two years' experience in homelessness or related sector
- It is required to have a full driver's license

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

REPORTING RELATIONSHIPS:

This position reports to the Manager

Supervisor's Signature:

Position:

Date:

Employee's Signature:

Position:

Date: