



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Youth Counsellor (Reconciliation Practitioner)
<b>PROGRAM</b>	Youth Reconciliation Program
<b>REPORTS TO</b>	Program Manager Northeast
<b>LOCATION</b>	This position is based in Brunswick West. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
<b>DAYS &amp; HOURS</b>	Full Time Monday – Friday between hours 8am – 6pm by agreement. Attending fortnightly client house meeting with a 7.00pm finish
<b>CLASSIFICATION</b>	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 5 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,450 of our salary tax free.
<b>OVER AWARD CONDITIONS</b>	Personal Carers leave – 12 days in first year of service and 14 days per year thereafter.

## ORGANISATIONAL INFORMATION

*Hope Street Youth and Family Services Limited* ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With 40 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families
- Advocacy, resource and referral services
- Supported transitional housing

Hope Street is a not-for-profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Visit our website [www.hopest.org](http://www.hopest.org) for more information.

## PROGRAM INFORMATION

Since 1998, Hope Street has been providing meaningful assistance to vulnerable young people and young families who are experiencing homelessness or are at risk of becoming homeless.

## **Location**

The program is primarily located at the Brunswick West site of Hope Street and is co-located with the Youth Residential Program, the Youth Support Services Program, the Boost Program and Homeless

Youth Dual Diagnosis Initiative program. To maintain security for young people accommodated in the crisis accommodation facility, the address of the program is confidential.

The Youth Reconciliation Practitioner has a strong presence at the Hope Street in Whittlesea Program and on occasion at the Melton sites for workshops. This is achieved via conducting workshops with young people; providing one to one counselling; participating in team activities by invitation and regular phone communication with program teams.

## **Objectives**

1. To provide specialist counselling and support services to assist young people who are homeless or at risk of homelessness, with a focus on young people aged 16-19 years old.
2. To re-establish family/significant relationships, where safe and appropriate.
3. To strengthen the capacity for a young person to live interdependently.
4. Using a strength based, trauma-informed and solution focused approach, to provide individualised support to assist young people to achieve the maximum possible degree of self-reliance, stability, self-determination and interdependence.
5. To provide secondary consultation across multi-disciplinary teams to Hope Street staff teams and professionals from other community agencies.
6. To provide a range of personal development workshops and presentations at Hope Street and community agencies to increase the knowledge and skill base of practitioners.
7. To contribute to policies, procedures and practices incorporating early intervention and prevention.
8. To strengthen capacity building, including attending network meetings and developing partnerships and relationships within the community/ sector.

## **Target Group**

Young people aged 16-25 in the Metropolitan Northern Division who are experiencing homelessness or are at risk of homelessness; families in conflict with their adolescent child/ren.

## **POSITION INFORMATION**

The purpose of this position is to:

- Deliver early intervention and prevention services to young people in response to homelessness.
- Strengthen the capacity of Hope Street in delivering services to young people who access the organisation's programs.
- Strengthen the capacity of local communities in responding to the needs of young people who access services.
- Deliver reflective practice sessions for staff teams to engage them in a process of continuous learning.

## **KEY RESPONSIBILITIES**

### **Service Delivery**

Ensure that all activities of client service delivery are met in accordance with standards, policies, procedures and practice manuals. Activities such as:

- Provide a range of short-term counselling and support services (maximum three months) to young people who are clients of Hope Street and the community.
- Provide specialist individualised client focused services using a strength based, solution focused approach.
-

- List vacancies on the Specialist Homelessness Information Platform and assess referrals in accordance with the Opening Doors framework, and in accordance with Hope Street's Policies and Procedures.
- Establish and maintain a referral base of services.
- Conduct a range of workshops and presentations with young people who access Hope Street services and young people in the community.
- Conduct a range of workshops and presentations with Hope Street staff and professionals from community agencies with a focus on capacity building.
- Attend and contribute to internal meetings such as staff meetings, case management meetings as required and/or negotiated with the Program Manager/Operations Manager.
- Provide secondary consultation to Hope Street staff and professionals from community agencies in the Northern Division.

## **2. Community Capacity Building and Partnerships**

- Proactively establish new and actively maintain relationships with key stakeholders in the Northern Division to:
  - Strengthen the referral base
  - Collaborate and assist with responding to the needs of young people and their family's experiencing homelessness
  - Raise awareness, inform and advocate for improved systems and service responses with a focus on early intervention and prevention
- Collaborate with other Family Reconciliation Workers in the Division to deliver services across the region.
- Undertake capacity building and partnership initiatives per the strategic direction of Hope Street
- Promote the services of Hope Street within the community.
- Prepare submissions targeting service delivery needs of the Youth Reconciliation Program in consultation and/or as approved by the Operations Manager.
- Contribute to policy papers, annual reports, funding body reports, and Business Planning.
- Remain informed of current issues, gaps in service provision, initiatives and government policies, strategies and directions and the impact on young people, community, the Youth Reconciliation Program and Hope Street.

## **3. Professional Development**

- Participate in regular supervision with the Program Manager.
- Attend and contribute to internal and external professional development and training.
- Attend and contribute to conferences.
- Develop annual work plan in consultation with Program Manager.

## **4. Administration**

- Maintain statistical records and files for use in Hope Street internal and SHIP data systems.
- Compile monthly program reports and provide to the Program Manager.
- Comply with procedures such as recording correspondence, petty cash, resource purchasing and maintenance, etc.

## **General**

- Adhere to Hope Streets values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to the Child Safe Standards and Hope Street Code of Conduct
- Comply with organizational policies and procedures
- Maintain a safe environment at all times.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Actively participate in supervision and performance review procedures
- Contribute to a positive organisational culture
- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Undertake other duties as requested
- Respond to all referrals, both formal and informal in a timely manner.



### KEY SELECTION CRITERIA

1. Bachelor's degree and/or Masters' qualification in either Social Work, Psychology, Counselling.
2. Experience working with young people with complex needs and their families with a focus on the young person as the primary client and on strengthening relationships.
3. Demonstrated understanding of the causes of youth homelessness, risk and protective factors.
4. Demonstrated understanding and ability to provide counselling and reconciliation services utilising leading industry approaches and frameworks.
5. Demonstrated ability and drive to contribute pro-actively and constructively in a team environment, with supervision and a high degree of initiative and motivation.
6. Demonstrated ability to identify, plan, implement and evaluate workshops, presentations, and projects.
7. Demonstrated ability to collaborate with a range of community stakeholders for enhanced service delivery.
8. Excellent written and highly developed verbal and interpersonal communication skills such as active listening, negotiation, problem solving, decision making, report writing.
9. Demonstrated skills in using Microsoft Office and Windows software applications, Case Management software, and capacity to maintain appropriate administration requirements.
10. Current drivers' licence.

### Other

- The health and safety of our team and communities is paramount to Hope Street Youth and Family Services. Accordingly, we require anyone joining our team to provide proof of up-to-date COVID-19 vaccinations

Employee Name \_\_\_\_\_

Manager Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Manager Signature \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

