



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Youth Residential Support Worker
<b>PROGRAM</b>	Hope Street in Whittlesea Support for Young People That Really Counts (SFYPTRC)
<b>REPORTS TO</b>	Program Manager (North East)
<b>LOCATION</b>	This position is based in Whittlesea. 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>	Part Time: Friday – Sunday (Hours by agreement)
<b>CLASSIFICATION</b>	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 3 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

The Hope Street in Whittlesea program is a State Government initiative developed from the Youth Homelessness Action Plan Stage 2 - Creating Connections\* and released as Support for Young People That Really Counts (SFYPTRC). This is a key government strategy for responding to youth homelessness utilising a housing and support model based on the Victorian Step Forward approach.

The program's target group is young people with connections to the local government areas of Whittlesea who are either currently engaged or ready to engage in employment, education and training and the activities of the program. The program aims to proactively assist young people to develop their skills and



abilities to live interdependently in their local community including enjoying meaningful and sustainable relationships. Young people may live in the units and participate in the program for the length of their tenancy prior to moving into interdependent living in their community. Outreach support is available after exiting the units.

Hope Street in Whittlesea program is located in Thomastown; comprising of 5 single bedroom units for individual young people and 2 two-bedroom units for young families and Preston; 4 two-bedroom units for young families. The program operates from Thomastown on the same site which has been refurbished to provide office and workshop space.

With the leadership, support and direction of the Program Manager North East, the two case managers and three residential support (sleepover/weekend) workers are responsible for the delivery of services to young people and the community in accordance with the model.

## **POSITION INFORMATION**

The purpose of this position is to provide a range of support to young people and families to strengthen their participation in the 'Living Skills' program, group work sessions and activities.

## **KEY RESPONSIBILITIES**

### **Residential Support**

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

- Uphold young people's rights and responsibilities as developed by Hope Street including the delivery of the tenancy and support component.
- Assist with the development of the living skills program tailoring to young people's living skills needs e.g., cooking, budgeting, planning.
- In collaboration with the team members, implement the living skills program for young people tenanting the units onsite.
- Provide client-centered support and assist with day to day living skills, connections with the community, personal and social development, employment education and training.
- Support case managers by assisting clients to follow up actions per their case management plans including housing, income, education and training, health and wellbeing and general living skills and recreational activities.
- Perform the duties of the day-to-day operation of the program including household tasks such as food orders/shopping, cleaning, cooking and tidying creating a welcoming and safe environment at all times.
- Take action to contain and manage identified client risks as they emerge within an early intervention framework per Hope Street policies and procedures.
- At all times interact with and support young people in accordance with the values and philosophy of Hope Street.
- Complete daily client file notes and store in accordance with policy and procedures.
- Maintain and promote a harmonious, safe and secure environment at all times, for young people, staff and visitors.
- Contribute to the ongoing strengthening of collaborative, productive and harmonious team relations.

### **Administration & Reporting**

- Participate in daily handover with team members coming on or off rostered shifts.
- Contribute to the written handover a part of achieving accurate and thorough team communication for optimum client support and safety and in accordance with policy and procedure.
- Maintain accurate client records and statistical data as required by Hope Street and the Department of Families, Fairness and Housing.
- Administrative duties to ensure maintenance of day-to-day operations such as petty cash and other expenditure, cab charge vouchers etc. in strict accordance with approved policy and procedure.



- Contribute to internal administration and reporting as required such as audits, registers, minutes of meetings, reports (monthly, annual), checklists and file development.
- Accurate recording and notification of client risk management alerts per policy and procedure including Client Incident Management System; and Hope Street's internal On-Call procedure.

#### **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.
- Constructively participate in client, staff and organisational meetings as required.
- Comply with approved organisational policies and procedures.
- 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 in Victoria.
- 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 from time to time as negotiated with the manager.

#### **KEY SELECTION CRITERIA**

1. Minimum Bachelor Degree qualification in Social Work, Youth Work, Family Therapy, Psychology or other health/welfare related area.
2. Demonstrated experience in working with young people who are disadvantaged and/or have experienced or are at risk of homelessness.
3. Understanding the requirements in delivering services that manage client: risk factors, protective factors, support and developmental needs.
4. Demonstrated knowledge of youth focused practice frameworks such as strengths based or trauma informed practice.
5. Excellent written and verbal communication skills including professional record keeping, active listening, negotiation, promoting respectful and solution focused outcomes.
6. Demonstrated ability to collaborate, listen, motivate and support young people to enable change and engagement in the service and within their life.
7. Experience in managing the household duties required for the residents such cooking, cleaning, laundry utilising an experiential learning approach.
8. Competency in using Microsoft applications and Case Management Software (SHIP/SRS) and the capacity to write effectively and maintain appropriate case notes records and files.
9. Current drivers' licence (desirable).

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

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

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

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

Date \_\_\_\_\_

Date \_\_\_\_\_