



POSITION DESCRIPTION

POSITION TITLE	Youth Case Manager
PROGRAM	Youth Support Service
REPORTS TO	Team Leader (North East)
LOCATION	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.
DAYS & HOURS	Part Time (0.8 FTE) 60.8 hours per fortnight Monday – Friday between hours 8am – 6pm by agreement.
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level4 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,550 of our salary tax free.
OVER AWARD CONDITIONS	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 for more information.

PROGRAM INFORMATION

The Youth Support Services Program consists of 2 Case Managers, the Youth Residential Program staff team consists of 5 Part-time Youth Residential Support Workers, and a pool of casual staff. The team work closely to ensure that client focused, and sustainable outcomes are achieved with young people. The team is supervised and led by the Team Leader.



POSITION INFORMATION

The purpose of this position is to provide services to provide short term intensive case management services to young people and their children responding to their immediate (emergency) and short term needs within a holistic approach that includes, however is not limited to: housing, health, specialist health, employment, education and training, family/significant relationships, legal, community linkages and/or participation. Case management support is to be provided utilising a strengths based, trauma informed and solutions focused approach that is youth and client centered.

The position is part of a multi-disciplinary approach within a team of specialist youth homelessness workers within North-East Services as well as across the organisation. This position will contribute constructively as a team member for the benefit of the whole organisation.

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 comprehensive response to client needs within the case management framework including: assessment, case planning, reviewing, exit planning.
- Accept and process referrals.
- Develop and implement a collaborative, holistic client focused Case Plan covering areas such as housing, income, culture, education and training, health and wellbeing.
- Pro-actively engage, motivate and support the young person to identify and work towards achieving their goals.
- In collaboration with the Residential Support team, provide support to young people accommodated in the program, assisting young people to develop interdependent, sustainable life options with a focus on their case plan goals.
- Proactively assist young people to connect/link with community services/organisations/activities as a part of their interdependent and developmental needs being met.
- Maintain a case load of clients per the program requirements.
- Uphold young people's rights and responsibilities as developed by Hope Street.
- At all times, maintain a safe and secure environment for young people.
- Work within a multi-disciplinary team approach.
- Participate in relevant client, program and organisational meetings.

Community Development

- Keep abreast of current issues and policy development, gaps in service provision, initiatives and government policy.
- Establish and maintain effective working relationships with key homelessness and allied support services that will enhance client connections to those services and client outcomes.
- Promote the services of Hope Street within the community.
- Remain informed of changes within the sector and client groups as well as government funding and/or standards/policies.
- Undertake community capacity building activities in the region to improve service systems responses to vulnerable young people experiencing homelessness or at risk of experiencing homelessness.

Administration & Reporting

- Maintain accurate client records and statistical data and files required for use in Hope Street internal as well as external data collection requirements for effective case management , compliant with DFFH and Hope Street requirements.
- Contribute to the compilation of Program reports to the Operations Manager
- Contribute to policy papers, annual reports, funding body reports.
- Administrative duties to ensure maintenance of day-to-day operations including Petty Cash, Time Sheets, Housing Establishment Funds, in accordance with the Hope Street Policy and Procedures.



- Contribute to internal administration and reporting as required such as registers, minutes of meetings, reports (monthly and annually), checklists/file development; internal and external financial recording (e.g. HEF; CEEP; Bond Loan Scheme).
- Accurate recording and notification of client risk management alerts per policy and procedure including Client Incident Management System (CIMS);

Continuous Improvement

- Facilitate team contributions and implementation of continuous quality improvement in relation to the program and service delivery.
- Facilitate team participation in the evaluation and ongoing monitoring of the program.
- Include clients in the evaluation of the service where appropriate.
- Collaborate with other support services and community-based activities to integrate support and provide optimal service provision.

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 organisational policies and procedures as updated from time to time
- 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.

KEY SELECTION CRITERIA

1. Minimum Bachelor Degree qualification in Social Work, Human services, Community Studies or other health/welfare related qualifications.
2. Demonstrated ability to engage, motivate and support young people with complex needs utilising a case management framework.
3. Demonstrated knowledge and ability to respond to young people with needs in crisis accommodation/refuge or other housing/accommodation settings.
4. Demonstrated client centered practice reflecting industry approaches.
5. Demonstrated understanding of the youth homelessness service system and allied services best placed to support and divert young people from homelessness.
6. Highly developed communication skills including report writing, listening, negotiation, problem solving, decision making and advocacy.
7. The capacity to effectively communicate in written form and maintain appropriate case notes records and files
8. Demonstrated application of industry standards including confidentiality, professional and ethical practice.
9. Minimum three years relevant work experience is desirable.
10. Competency in using Microsoft applications and Case Management Software (SHIP)
11. Current driver's license



Hope Street Youth and Family Services Limited ACN: 167 510 018
Youth Support Service Case Manager Position Description

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____