



POSITION DESCRIPTION

POSITION TITLE	Youth Residential Support Worker
PROGRAM	First Response Youth Residential Service Melton Youth Residential Service Brunswick West <i>First Response Youth Support Service in Whittlesea</i> <i>Note:</i> The incumbent may also be requested to work at the Hope Street in Melton and Hope Street in Whittlesea programs, if required.
REPORTS TO	Team Leader Youth Residential Service (Northeast) and/or (Northwest)
LOCATION	This position is based in <i>Melton, Brunswick West and/or South Morang sites</i> . From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	Casual Monday – Sunday (Hours as agreed with Line Manager)
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHADS) Award 2010 – Level 3 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,550 of our salary tax free.

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 Residential Service in Brunswick West* is a communal supported crisis accommodation model providing emergency crisis accommodation for up-to 8 young people in the main building – and a young family in the adjacent 2 bedroom-self-contained family unit located at the rear of the refuge. The Youth



Support Service is co-located on the same site as the Youth Residential Program providing youth focused case management support. The Youth Residential Program team work closely with other Hope Street programs including: The Youth Support Services Program, Boost Program, Youth Reconciliation Program and Homeless Youth Dual Diagnosis

The *Hope Street First Response Youth Support Service in Melton* is an innovative program funded by the State Government in response to youth homelessness in the growth corridor of the City of Melton. The service is provided within a purpose-built centre consisting of three separate buildings: eight bed communal living building; 2-bedroom unit for young people and their children/families; and an administration building. The design is based on leading specialist youth focused practice.

Hope Street *First Response Youth Support Service in Whittlesea* is a new innovative program funded by the State Government in response to youth homelessness in the growth corridor of the City of Whittlesea. The service is provided within a purpose-built centre consisting of three separate buildings: eight bed communal living building; 2 x 2-bedroom units for young people and their children/families (one of which is dedicated to Aboriginal families); and a consultancy/office building. The design is based on leading specialist youth focused practice.

The Hope Street in Whittlesea and Hope Street in Melton programs is a supported transitional program for young people and young families experiencing homelessness with connections to the local government areas of Melton and 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.

POSITION INFORMATION

The purpose of this position is to work with young people to access and/or maintain employment, education and training opportunities to achieve meaningful participation in the community. It is to fulfil the day-to-day responsibilities of the Youth Residential Program by assisting young people accommodated in the Youth Residential Program (refuge) with daily living skills over a 24 hour/7 day a week period. The Program has a strong client and team focus and is supervised and led by the Youth Residential Team Leader attached to each program.

KEY RESPONSIBILITIES

Residential Service Delivery

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

- At all times interact with and support young people in accordance with the values and philosophy of Hope Street
- Conduct client-centred intake per policy and procedure
- Provide support and assist with the immediate needs of clients utilising the Hope Street resources available to clients
- Provide support and assist with the day to day living skills, connections with the community, personal and social development, employment education and training
- Assist 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
- Complete daily client file notes and store in accordance with policy and procedure
- Utilise Hope Street preventative approach and methods - monitor and maintain a harmonious, safe and secure environment at all times as a part of risk management.
- Take action to contain and manage identified client risks as they emerge within an early intervention framework per Hope Street policies and procedures
- Perform the duties of the day-to-day operation of the program including household tasks such as food orders/shopping, cleaning, cooking and tidying, re-setting rooms that become vacant, management of outdoor spaces and equipment for safety and use of clients



- Uphold young people's rights and responsibilities as developed by Hope Street including the delivery of the accommodation and support component
- Constructively participate in client, staff and organisational meetings as required
- Participate in external meetings/networks as required
- Maintain a safe and secure environment for young people, staff and visitors

Administration & Reporting

- Participate in daily handovers 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
- Maintain accurate client records and statistical data as required by the funding body (DFFH)
- Administrative duties to ensure maintenance of day-to-day operations such as petty cash and other expenditure, cab charge vouchers etc. per policy and procedure
- Contribute to internal administration and reporting as required such as registers, minutes of meetings, reports (monthly, annual), checklists, file development
- Accurate recording and notification of client risk management alerts per policy and procedure including Client Incident Management System; and On Call
- Undertake other duties from time to time as negotiated with the manager.

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. Mandatory: Completion of or in final year of Bachelor Degree in Youth Work, Social Work, or relevant welfare/ social related degree.
2. Demonstrated experience in working with young people who are disadvantaged and/or have experienced or are at risk of homelessness.
3. Demonstrated experience in working with young people and understanding of the issues involved in delivering programs and services to young people and homelessness including risk factors, protective factors and support needs.
4. Understanding the requirements in delivering services that manage client: risk factors, protective factors, support and developmental needs.
5. Demonstrated knowledge and ability to respond to young people with needs in Residential Housing or other housing/accommodation settings including knowledge of accommodation and housing referral and intake processes.
6. Demonstrated understanding of the youth homelessness service system and allied services best placed to support and divert young people from homelessness.
7. Demonstrated knowledge of youth focused practice frameworks such as strengths based or trauma informed practice
8. Excellent written and verbal communication skills including professional record keeping, active listening, negotiation, promoting respectful and solution focused outcomes



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9. Demonstrated ability to collaborate, listen, motivate and support young people to enable change and engagement in the service and within their life.
10. Experience in managing the household duties required for the residents such cooking, cleaning, and laundry utilising an experiential learning approach
11. Competency in using Microsoft applications and Case Management Software (SHIP) and the capacity to write effectively and maintain appropriate case notes records and files
12. Intermediate Microsoft Office applications; Teams, Outlook, Word, Excel, PowerPoint.
13. Current drivers' license (desirable)

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____