



POSITION DESCRIPTION

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| POSITION TITLE | Case Manager – Youth Specialist Practitioner |
| PROGRAM | BOOST |
| 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 | Permanent Full-Time Monday – Saturday: Set roster by agreement |
| CLASSIFICATION | Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 4 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 45 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 BOOST program aims to respond to young people in crisis and provide diversion and service system integration. The BOOST Program provides services within three sub programs: crisis clients, short stay bed (7 night) clients and outreach clients (up to 3 months of service) with emphasis on private rental access and diversion away from the homelessness service system where possible. BOOST service provision is predominately outreach, outpost at Access Point and other known locations. The Youth Specialist will work with young people to connect them and facilitate holistic support where the young people are based or carrying out their lives. This includes Brunswick West refuge and other secured locations such as Origin, Frontyard, etc. Program hours of service are extended to 10:30 pm on



weeknights and Saturdays 9am-5pm so that young people can be offered an intensive and responsive service.

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 an immediate response to referrals into the BOOST Program and comprehensive face to face assessment in collaboration with referral source.
- Develop and implement a collaborative, holistic client focused Case Plan
- Focus on the BOOST client staying in the 7-night short stay bed at the Refuge.
- Undertake evening intake and uploaded appropriate documents as required.
- Assist clients with transport as directed.
- Meet the team targets of 36 short term support periods; 48 long term support period; and 48 short term refuge stays.
- Maintain a minimal case load and after hours contact by phone and outreach.
- Work within a multi-disciplinary team approach.
- At all times, maintain a safe and secure environment for young people.
- Participate in relevant client, program and organisational meetings.
- Other duties as directed.

Professional Development

- Participate in professional development.
- Participate in formal supervision.
- Develop and implement Annual Work Plan
- Participate in Annual Performance Appraisal
- Commitment to continuous improvement, managing change and being flexible to change.

Community Relationships

- Establish and maintain effective working relationships with key homelessness and allied support services including relevant Access Points.
- Where appropriate, participate in and represent Hope Street aims and interests on networks and relevant forums as requested in a manner that strengthens Hope Street's profile.

Administration & Reporting

- Accurate and timely record keeping
- Maintain records and data files within an effective case management framework and principles.
- Contribute to internal administration and reporting as required.

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 reviewed and updated.
- 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: Bachelor's degree in Youth Work, Social Work or other health/welfare related qualifications, which include at least one unit in case management practice.
2. Demonstrated knowledge and ability to respond to young people with needs via responsive outreach model and assessments.
3. Demonstrated ability to assess a client's situation, and in collaboration with the young person develop and implement a case management plan.
4. Demonstrated understanding of the youth homelessness service system and allied services best placed to support and divert young people from homelessness.
5. Demonstrated ability to navigate service systems for the benefit of the client.
6. Demonstrated strengths base, trauma informed practice.
7. Demonstrated highly developed communication skills including assertive report writing, listening, negotiation, problem solving, decision making and advocacy.
8. Competency in using Microsoft applications, Specialist Homelessness Information Platform (SHIP), and the capacity to write effectively and maintain appropriate case notes records and files.
9. Current drivers' licence.

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____