



## Hope Street Youth and Family Services Limited ACN: 167 510 018

### First Response Case Manager -Youth Specialist (Whittlesea) Position Description

#### POSITION DESCRIPTION

<b>POSITION TITLE</b>	Case Manager – Youth Specialist
<b>PROGRAM</b>	First Response Youth Service (Refuge) Whittlesea Hope Street in Whittlesea
<b>REPORTS TO</b>	Team Leader Whittlesea
<b>LOCATION</b>	This position is based in South Morang. 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 (1 FTE) 76 hrs per fortnight Monday – Saturday between hours 8am – 8pm by agreement.
<b>CLASSIFICATION</b>	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.
<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

Hope Street **First Response Youth Support Service in Whittlesea** is an 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 center 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.



## POSITION INFORMATION

The purpose of this position is to provide services (fulfill the key responsibilities) to young people and their children in accordance with the Hope Street values, philosophy, standards, policies, procedures, systems and practices. Case management support is to be provided utilising a strength based, trauma informed and solutions focused approach that is youth and client centred.

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

The position is 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.

## 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, 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.
- Pro-actively 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

- Establish and maintain effective working relationships with key homelessness and allied support services that will enhance client connections to those services and client outcomes.
- 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.

### Professional Development

- Maintain physical resources and equipment for safe/peak operation.
- Participate in professional development.
- Receive formal supervision.
- Develop and implement Annual Work Plan.
- Complete Annual Performance Appraisal.



### Administration & Reporting

- Maintain accurate client records and statistical data for effective case management, compliant with DFFH and Hope Street requirements.
- 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; PRAP).
- Accurate recording and notification of client risk management alerts per policy and procedure including Client Incident Management System (CIMS).
- Other duties as negotiated.

### 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's degree qualification in Social Work, Youth Work, Psychology, or other health/welfare related area.
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 two years relevant work experience is desirable.
10. Competency in using Microsoft applications and Case Management Software (SHIP/Validata)
11. Current drivers licence.

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

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

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

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

Date \_\_\_\_\_

Date \_\_\_\_\_