



POSITION DESCRIPTION

POSITION TITLE	Case Manager
PROGRAM	First Response Youth Mobile Outreach Service
REPORTS TO	Team Coordinator (First Response Youth Mobile Outreach Service)
LOCATION	This position is based in Melton. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	Fixed-Term Part 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 \$18,450 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

Hope Street have partnered with the Ian Potter Foundation to deliver the First Response Youth Mobile Outreach program within the City of Melton and surrounding LGA. The service is delivered via an assertive outreach model.

First Response Mobile Outreach service aims to:

- Work with young people aged 16 to 25 years who are experiencing or are at risk of immediate homelessness in the City of Melton and surrounding LGA through an assertive outreach model.



- Reduce the number of young people experiencing or at risk of immediate homelessness by addressing the need for an immediate emergency response.
- Provide short term accommodation and material assistance.
- Provide a short-term intensive case management response.
- Provide referrals to ongoing case management in the homelessness and other community sector.
- Engage support from Access points for provision of HEF and other brokerage.
- Engage the support of community stakeholders including Hospitals, Police, Local Government, Allied Health and local community services to support referrals of young people experiencing or at risk of homelessness to the mobile outreach response service.

POSITION INFORMATION

The purpose of this position is to effectively respond to young people and families who are at risk or are currently experiencing homelessness in the City of Melton and surrounding LGA. The Outreach model enables for individuals and families to receive an immediate response regarding their housing situation which is effective in limiting further systemic or traumatic homelessness experience, provide immediate crisis accommodation and or referral support to services externally that will meet the individuals and or family's requirements.

The First Response Youth Mobile Outreach Program has capacity to conduct assertive outreach in the City of Melton and surrounding LGA, individuals requiring support are able to receive an assessment of need with an immediate response that enables positive outcomes for young people and / or families.

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:

- To find, identify and engage with young people or families who are sleeping rough in the City of Melton and surrounding LGA through an assertive outreach model.
- To respond to referrals and engage with young people or families who are at risk of homelessness in the City of Melton and surrounding LGA.
- To participate in phone duty for emergency hotline between operating hours.
- To work proactively and in collaboration with secondary contacts i.e. Police, local council, community agencies, Emergency Departments surrounding referrals, Secondary Schools.
- To utilise assessment tools including initial assessment and planning and The Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT) to identify client and resource requirements.
- To access emergency accommodation and material aid if required.
- To offer appropriate and timely support, including referral to the wider community services networks in Melton
- To provide intensive case management support to clients or families and assist them in accessing appropriate homelessness services as well as diversion from the homelessness service system.

Risk, Compliance and OHS Responsibilities

- Cooperate and comply with all risk, health & safety and compliance policies, frameworks, and procedures.
- Ensure that risks are identified and reported in own work context.
- Ensure safety of self and others in outreach work environments taking reasonable care that actions or omissions do not impact on the health and safety of others.
- Being familiar and aware of relevant legislation, emergency and evacuation procedures and ensure compliance with all relevant work practices.
- Ensure that all accident, incident, risk and hazards are reported.

Administration & Reporting

- Maintain client files and records in accordance with Hope Street policies and procedures on a client management software system.



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

First Response Outreach Case Manager, Position Description

- Workers are responsible for typing their own correspondence and reports and contributing to the general administration of the service.
- 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 organizational 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 related area
2. Demonstrated ability to work with clients in an assertive outreach capacity
3. Demonstrated understanding of the youth homelessness service system and allied services
4. Demonstrated highly developed written and communication skills including case management
5. Experience in administering and appraising assessments and other tools
6. Demonstrated ability to work within and across the community sector to deliver high level client services
7. Demonstrates reflective and evidence-based practice and maintains professional boundaries
8. Ability to present accurate written information using forms, log books and templates appropriate to the task including data collection and reporting
9. Competency with Microsoft Office, or other Case Management software
10. Current Victorian drivers licence

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____