

# Position Description

<b>Title</b>	Youth Case Manager
<b>Business unit</b>	Homelessness Support Services, Eastern Melbourne
<b>Location</b>	291A Maroondah Highway, Ringwood 3134
<b>Employment type</b>	Part time (60.8 hours per fortnight)   Ongoing
<b>Reports to</b>	Youth Homelessness Team Leader

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

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## 1. Position purpose

The Youth Case Manager provides transitional support to young people, couples and families aged 15-25 years in the Eastern suburbs of Melbourne, who are homeless or at risk of homelessness.

This position is linked to the Uniting HOPE Intake Services and other Creating Connections agencies as part of an Eastern Metropolitan Region response to the Victorian Homeless Strategy to improve the referral process for at risk homeless young people, and develop innovative ways to prevent homelessness. These programs take referrals from other Uniting services, Opening Doors, Homelessness services, Headspace, schools, universities, TAFE, JSPs, Community Health, council youth services, Department of Health and Human Services (DHHS) Child Protection, and Centrelink offices throughout the Eastern Region.

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## 2. Scope

**Budget:** nil

**People:** nil

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## 3. Relationships

### Internal

- All crisis & homelessness staff
- All Corporate support services staff

### External

- Clients
  - Families and advocates
  - Government funding bodies
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## 4. Key responsibility areas

### Engagement response

- Respond to referrals provided by line manager within 48 hours by contacting the client/s or referring agencies including Department of Health and Human Services, refuge, Open Doors and Uniting Service Clusters
- Engage with the young person using a variety of techniques including outreach, afterhours work, IT and social media
- Work actively with homeless or at risk youth, couples, families and accompanying children with complex needs, to break the cycle of homelessness

### Direct service delivery

- Develop and maintain referral pathways into relevant specialist services and programs offered by other service providers
- Provide assertive outreach as required to youth clients in the crisis motels, rooming houses, Head leased crisis properties, Transitional Housing Management and Private Rental properties
- Support clients to address the support needs which have contributed to their homelessness

### Agency responsibilities

- Represent the agency at network meetings when required
- Attend regular supervision with manager on a fortnightly basis
- Participate in regular team meetings, group supervision and agreed training opportunities
- Support areas of Homelessness (HOPE Intake Services, Creating Connections, Leaving Care) if requested by manager to maintain core service functions during staff non work days, leave, absences or shortages
  - this may involve taking clients to pre-arranged appointments, home visits and dealing with issues that arise

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- update client's SHIP file regarding the incident or additional case work on behalf of another co-case worker
- Actively participate in the funding bodies' data collection process
- Document and inform the manager immediately of any serious incidents involving clients
- take direction from Line Managers as appropriate

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive a collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.

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## 5. Person specification

### Qualifications

- Essential: Cert IV or above in youth work, welfare work or related field
- Current Victorian driver licence
- Cert IV in Training and Assessment (desirable)

### Experience

- Experience working with young people with complex needs
- Experience working within the homelessness system

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Team work:** willing to be proactive, help others, and contribute to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** undertake duties with skill, competence, ethics and courtesy
- **Culturally Aware:** promote, value and practice diversity in the workplace and in the community
- **Client focused:** identify and meet the needs of clients

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- **Communication:** well developed communication and interpersonal skills
  - **Time management:** ability to manage workloads and prioritise tasks
  - **Problem solving:** well developed problem solving skills
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#### 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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