

# Position Description

<b>Title</b>	Youth Housing Case Manager
<b>Business Unit</b>	Resilient Communities
<b>Location</b>	19 Duncan's Road Werribee 3030
<b>Employment type</b>	Ongoing Part Time (0.6 FTE, 3 days per week)
<b>Reports to</b>	Housing Team Leader

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've 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're 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're 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

## 1. Position purpose

Uniting Wyndham Youth Housing Case Manager provides support and case management to young people/ families between the ages of 16 – 25 years who are homeless or at risk of homelessness within the Municipality of Wyndham.

## 2. Scope

**Budget:**

- NIL

**People:**

- NIL

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### 3. Relationships

#### Internal

- Housing program staff volunteers and students
- Co-located services within Uniting
- Uniting Vic Tas employees in accordance with Uniting values and professional standards of behavior

#### External

- Department of Health Human Services
  - Locals Housing entry Point Unison Housing
  - Relevant Community Services agencies and networks
  - H3 funded and non-funded members
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### 4. Key responsibility areas

#### Service delivery

- Meet the needs of service users adhering to the assessment and intake policies of the agency.
- Provide case management to Youth families and Single who are homeless or at risk of homelessness.
- Provide information and advice to clients in relation to their rights and responsibilities and encourage their full participation in decision-making.
- Advocate on behalf of clients in relation to housing and other relevant issues.
- Encourage and assist clients to access a range of services relevant to their needs.
- Assistance to access brokerage and material aid (internally and externally) as required.
- Undertake assessment and referral functions in accordance with Specialist Homelessness Information Platform (SHIP) principles.
- Ensure support vacancies are advertised appropriately.
- Monitor expenditure and budget of housing brokerage to ensure accurate record keeping and equitable access to funds.
- Meet the specified program performance goals and indicators.
- Ensure data systems are maintained, up to date and information is reported accurately and in a timely manner.
- Attend team meetings, and network meetings when required.
- Engage in regular formal supervision and attend training opportunities as they arise and where relevant.
- To regularly review workload and trends and develop appropriate protocols with relevant local services.
- Whilst general office hours are 9.00-5.06pm, staff are required to have flexibility around client needs.
- Maintain and develop effective relationships with other services and/or programs where appropriate
- Hold a relevant portfolio that targets a specific skill base to assist clients
- Work closely with other relevant community groups to develop a collaborative approach to service delivery
- Undertake community development and assist in the preparation of publicity and be involved in community development activities
- Engage mainstream and specialist support services

#### Administration

- Ensure the SHIP system reflect high standard of case management
- Keep spread sheets up to date that monitor expenditure
- Assist with consumer feedback and evaluation
- Keep a clear record of data that is required for future funding

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#### Quality and risk

- Take reasonable care for your own Health and Safety and the 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
- Participate in, and lead, delivery of quality services, maintaining at all times duty of care requirements.
- Contribute as required to agency accreditation process
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful, and enthusiastic work environment

#### 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 and 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

- Mandatory qualification in Human Services field e.g. Social, Work, Youth Work, Welfare studies OR where you can demonstrate relevant work experience and/or studies towards completing one of the above qualifications

#### Experience

- Experience in direct service case management
- Experience with use of client data entry program SHIP, preferable but not essential

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrate a sound knowledge of casual factors associated with homelessness and the needs of homeless families/individuals
- Demonstrate capacity to work with homeless families and individuals who present with complex needs and trauma.

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- Highly developed assessment and case management skills and familiarity with a range of theoretical frameworks relevant to homelessness
- Well-developed negotiation and interpersonal skills
- Ability to appropriately balance the competing demands and interests of key stakeholders
- Excellent administration and data entry skills
- Well-developed verbal and written communication skills with the ability to prepare written reports and maintain records to a high standard
- Ability to plan and manage time and workload effectively
- Strong ability to work independently and demonstrate commitment to ensuring a positive team environment
- Current Victorian drivers' license

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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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### 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>