

# Position Description

<b>Title</b>	Youth Support Outreach Worker
<b>Business Unit</b>	Youth Support and Homelessness
<b>Location</b>	185 Baillie Street, Horsham VIC 3400
<b>Employment type</b>	Full-time  Maximum term 12 months (Maternity leave position)
<b>Reports to</b>	Program Leader, Youth Support and Alcohol and Other Drugs

## 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

The Youth Support Worker, as part of the homelessness services provides direct transitional support to young people, couples and families 15- 25 years in the Wimmera who are homeless or at risk of homelessness. This position provides case management support and transitional support which may include life skills training, information and advocacy and/ or assistance with accessing appropriate short, medium and long-term housing and support with training, education and employment opportunities. Support workers will provide direct support, which typically include empowering and assisting the young person to meet the goals and outcomes identified in the person's case plan.

### 2. Scope

**Budget:**

*nil*

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### Youth Support Outreach Worker

#### People:

- nil
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### 3. Relationships

#### Internal

- Uniting Staff and Volunteers
- Youth Support and Homelessness team
- Program Leader Youth Support
- Manager of Youth Support and Homelessness

#### External

- Member of WAGAN – Wimmera and Grampians Accommodation Network.
  - Real estate agencies
  - Department of Health and Human Services (DHHS) - Child Protection, Youth Justice
  - Headspace
  - Other community organisations - Salvation Army, Grampians Community Health
  - Schools, TAFE and other RTO's
  - Employment agencies
  - Centrelink
  - SAFV – The Sexual Assault and Family Violence Centre
  - Others – dependant on individual needs of the client
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### 4. Key responsibility areas

#### Service delivery

- Work under the general direction of the Program Leader of Youth Support in the application of procedures, methods and guidelines which are well established
- Demonstrate problem solving using knowledge, judgment and work organisational skills acquired through qualifications and or previous work experience
- Use initiative in the application of established work procedures and may require the employee to establish goals/ objectives and outcomes for own work program
- Undertake responsibilities and provide services using a Best Interest Framework to ensure the best outcomes for recipients of Youth Support programs
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services
- Actively participate in collaborative community education strategies to enhance community understanding of the Youth Support Programs
- Collaborate and liaise with team members to ensure best outcomes for recipients of the Youth Support Programs.
- Integrate the needs of recipients of the Youth Support Programs into other services provided by Uniting
- Work towards targets as set out in the funding guidelines.

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- Complete Common Assessment Tool (CAT) commencement and completion of client work as an evaluation tool and a visual aid for clients to see their progress throughout the program
- Complete Case Plan for every client outlining the client's goals to be completed during the support period
- Participate in/or lead shared support plan meetings as required to ensure the best outcomes for the client
- Work across other Youth Programs as required
- Undertake other duties and functions as directed by Program Leader or Manager of Youth Support and Homelessness, commensurate with current level of skills and classification

### Agency Responsibilities

- Represent the agency at appropriate network meetings when required
- Attend regular supervision with line manager frequency to be determined on experience and training
- Participate in team meetings, reflective practice and agreed training opportunities
- To support areas of Homelessness if requested by your line manager, to enable the agency to maintain its core service functions
- To follow direction from line manager to ensure compliance
- To document and inform line manager immediately of and serious incidents involving clients or staff
- To take direction from line managers as appropriate

### Quality and risk

- Identify and adapt best practice benchmarking indicators to the delivery of services.
- Foster and promote a continuous learning environment that responds to the needs of services
- Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with Uniting procedures
- Identify and participate in personal development that ensures the continuing high delivery of services
- Actively participate in regular supervision and annual performance plan reviews
- Assist with the development and implementation of Uniting policies and procedures and continue to evaluate to direct high level service delivery
- Manage work practices to ensure reasonable care is taken for own health and safety and the health and safety of others
- Comply with all relevant legislation and regulatory requirements, industry codes and standards and Agency policies and procedures
- Assist with and support internal and external audit processes
- Identify, manage and report risks, hazards, incidents or other concerns affecting day to day activities within the Agency, Program or Service area and continually improve work practices
- Attend mandatory, core and other safety related training including induction.

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#### Reporting

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, mandatory reporting (child safety), Information Sharing Scheme's CISS and FVISS
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks

#### 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. Performance indicators

- Meet DHHS funded Targets
- Compliance with DHHS audit requirements and Uniting Policies and Procedures
- Demonstrating Uniting's Purpose and values

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## 6. Person specification

### Qualifications

- Tertiary qualifications, Diploma and / or substantial years of relevant experience in a human service, welfare, youth work or social services role.
- Transferable skills, knowledge, and experience from previous work history.

### Experience

- Sound knowledge of the underlying principles of the Children, Youth and Families Act 2005
- Knowledge of the statutory requirements related to working with young people and their families
- Proven experience working with vulnerable young people
- Experience working within the homelessness sector

## Position Description

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#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Statutory knowledge:** An understanding of the relevant legislation and current policy relating to the care of children and families.
- **Client focused:** an understanding of the complex issues that may lead to a young person/s unstable accommodation/homelessness. Barriers to the young person accessing services and/or completing tasks. Ability to respond in a manner that is engaging, flexible and sensitive to individual needs
- **Culturally aware:** values diversity in the delivery of services to young people and families including but not limited to those from CALD and indigenous backgrounds
- **Inclusivity:** of individuals who might otherwise be excluded or marginalized
- **Teamwork:** provide proactive to support others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** An ability and commitment to working cooperatively internally and with existing agencies in the delivery of services to young people
- **Flexible:** When you are flexible, you're versatile, resilient and responsive to change. Changes in the community services sector are ongoing and the ability to be flexible assist in the ease of transitioning between stages.

#### Other key success factors:

- Competent computer skills.
- Excellent oral and written communications skills, including experience in the preparation of case noting, reporting and client records.
- Excellent communication skills and interpersonal skills demonstrated through examples of working successfully to gain the co-operation of colleagues and clients.
- Sound judgment and problem-solving skills to contribute to the planning and development of the service.
- Demonstrated commitment to professional development, employee orientation and training.
- Knowledge of the statutory requirements related to Youth Support programs.
- Proven reporting, time management and administrative skills.
- Demonstrated commitment to professional development, employee orientation and training.
- An understanding of and commitment to the programs of Uniting Wimmera
- **Certificates, licenses, and registrations:** current eligible motor vehicle license to drive in Australia; current National Police Record Check; and Working with Children Check.

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## 7. 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 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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**Youth Support Outreach Worker**

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**8. Acknowledgement**

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

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