

Position Description

Casual Youth Housing Worker

**Wesley Youth Accommodation Service
Coffs Bellingen Nambucca
(WYAS CBN)**

**Supported Accommodation
(Crisis Level 1)**



Agreement

Signed – Casual Youth Housing Worker,
WYAS CBN

Date

Signed – Program Manager,
WYAS CBN

Date

This position description should be read in conjunction with the Policy and Procedures, Chart of Delegations, Organisation Chart and appropriate standards and regulations which are applicable to the operations.

1. Our Noble Purpose

Continuing the work of Jesus Christ in Word and Deed

2. Our Vision

Do all the good you can,
by all the means you can,
in all the ways you can,
in all the places you can,
at all the times you can,
to all the people you can,
as long as ever you can.

3. Major Role Responsibilities

Program Summary	Casual Youth Housing Worker, Wesley Youth Accommodation Service Coffs Bellingen Nambucca (WYAS CBN) Supported Accommodation
	<p>The SHS Specialist Homelessness Services sector (previously known as the Supported Accommodation Assistance Program or SAAP) had been operating for 30 years without major system reform. While there have been a number of sector initiated reforms and innovations that have led to more connected services with a stronger focus on supporting people in long term housing and intervening early to stop people from becoming homeless, the sector needed to be reformed.</p> <p>Going Home Staying Home (GHSH) is a reform initiative that aims to make specialist homelessness services easier to access and deliver a better balance between early intervention, crisis and post-crisis support. It aims to ensure resources are allocated based on need in terms of location and client groups, and focus on the quality of the services. It also aims to improve the structure and contracting of services and develop the SHS sector workforce.</p> <p>The reforms have moved the Specialist Homelessness Services away from specific program or service orientation to focus on key demographics (such as youth, families, single adults, etc) that cover entire regions and are able to support the four key principles that the GHSH required organisations to meet.</p> <p>These four key principles are:</p> <ol style="list-style-type: none">1) Early Intervention and Prevention2) Crisis and Transitional Accommodation3) Complex Case Management4) Rapid Re-Housing <p>This role will work with the existing 24/7 refuge structure to develop the contracted resources into Wesley's preferred approach to meet the reform's aims and objectives by developing a network of partners to support and enhance our organisational skills and abilities; with a care model that supports Housing First, Assertive Community Treatment and Trauma Informed Care practices.</p>

Role Summary	Casual Youth Housing Worker is an appropriately skilled and experienced individual who provides support and care to the young people who are homeless accessing the services of Wesley Youth Accommodation Service Coffs Bellingen Nambucca (WYAS CBN)
Major Responsibility	<p>Provide day to day care and support to the young people accessing the services of Wesley Youth Accommodation Service Coffs Bellingen Nambucca</p> <ul style="list-style-type: none"> a) Provide in appearance, manner and tone, a courteous and professional 'welcome' to people accessing WYAS CBN – as residents, or in person or by phone – and provide timely and appropriate assistance. b) Present a 'deliberate' first impression – mindful of its contribution to a person's optimism and hope, and of its role in shaping the experience of subsequent experiences at WYAS CBN. c) Provide a generous and considered response to the enquiries; requests and needs (expressed or observed) of clients and others accessing our building and services. d) Liaise with the Program Manager, WYAS CBN and other staff in relation to enhancing an inviting and positive environment. e) Be "quick to listen, slow to speak, and slow to become angry".
Major Duties	<p>This position description is a framework designed to encourage the initiative and creativity of the worker in delivering services and is not limited to the prescribed duties within.</p> <p><u>Service Delivery to Service Users:</u></p> <ul style="list-style-type: none"> a) Attend to the needs of clients in crisis as required; b) Encourage retention of family contacts and restoration if possible, where they have broken down; c) Interview and assess service users holistically; d) Assist clients to complete housing applications and other forms as necessary; e) Assist clients to understand their rights & responsibilities; f) Have local knowledge and access networks to ensure that referral pathways are appropriate, clear and accessible to service users g) Maintain a comprehensive database of Clients seeking assistance and support provided; h) Supporting clients by developing, implementing & evaluating Support Plans & ensuring that case plans are person centred and strengths based i) Review and develop living skills package and programs j) Advocate for young people with school, agencies etc. k) Providing an after-hours, no wrong door, assessment line for telephone referrals from agencies such as FACS & Link 2 Home <p><u>Community Development & Capacity Building:</u></p> <ul style="list-style-type: none"> a) Promote the Service in a positive way to the community; and b) Participate in relevant community events and liaise with stakeholders as necessary; c) Advocate on behalf of the clients as a whole in relation to their social disadvantage; d) Advocate on behalf of WYAS CBN in relation to their primary aims, objectives, policies and procedures; and e) Assist the Program Manager to deal with complaints amicably, efficiently & swiftly as per WYAS policy and procedures.

	<p><u>Networking:</u></p> <ul style="list-style-type: none"> a) Be aware of the function of and liaise with all relevant Agencies in the area; b) Maintain a comprehensive list of those Agencies; and contact details to be kept up to date. <p><u>Service Management:</u></p> <ul style="list-style-type: none"> a) Implement directives from the Program Manager, Wesley Mission or Funding Body as required; b) Communicate with all relevant parties by telephone, fax , mail, email & in person; c) Implement and maintain appropriate paper and electronic record keeping in accordance with the requirements of WYAS CBN, the Funding Body or relevant legislation; d) Participate in team meetings; e) Participate in Monthly supervision meetings with the Program Manager; f) Participate in annual performance appraisal meetings with the Program Manager <p><u>Broader Team, Co-Workers, staff and volunteers:</u></p> <ul style="list-style-type: none"> a) Ensure good communication and mutual support is a priority for daily functioning of the service; b) Work collectively with other workers to promote the philosophy of the Service; c) Assist & maintain a relaxed working environment within the office setting. d) Ensure all staff are following WHS procedures as far as work stations and office in general; participate in WHS committee representation. <p><u>Training:</u></p> <ul style="list-style-type: none"> a) Identify own training needs in line with a continuous improvement philosophy and the Performance and Development Plan; and b) Be available to attend relevant training as approved by the Program Manager and/or Wesley Mission.
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Key Responsibility 1	<p>Under the direction of the Program Manager, assist in the smooth running of the WYAS CBN</p> <ul style="list-style-type: none"> a) Provide direct care and support to clients and others accessing WYAS CBN, including assistance with activities of daily living. b) Quickly develop rapport and trust with clients – providing warm and credible empathy – to promote a sense of care, safety and belonging, and to improve cooperation and engagement. c) Respond as appropriate to perceived risks, hazards and emergencies in relation to the health or behaviour of clients and others using our building and services. d) Adopt a trauma-informed response to behaviours of concern in particular and to all interactions and practices in general. e) Maintain client records, collect relevant data and perform other administrative / clerical duties as required. f) Apply a diligent approach to the principles of confidentiality and privacy. g) Liaise with other staff and teams, and contribute to the collaborative provision of care and support to each client. h) Under the guidance of the Program Manager, liaise with other organisations and services, maintain an up-to-date awareness of their resources, and make appropriate referrals. i) Assist with the supervision of activities of nominated volunteers, students and visitors. j) Respect every interaction as an opportunity to sow possibility and hope k) Support clients in making and attending appointments. l) Supporting clients in participation and engagement in education and community
Key Responsibility 2	<p>To support the Program Manager in the provision of quality services and accommodation at WYAS CBN</p> <ul style="list-style-type: none"> a) Assist in the receipt and collection of accommodation fees and perform other cash handling functions as required. b) Perform housekeeping duties as required – especially in relation to spills and other hazards, the preparation of rooms for new residents, and the tidying of common areas and building surrounds. c) Transport clients, and perform other driving tasks as required. d) Supervise as directed the ‘comings’, ‘goings’ and ‘activities’ at WYAS CBN. e) With all other staff, and utilising our security equipment as appropriate, ensure that the WYAS CBN building, surrounds and contents is suitably maintained, kept secure from theft, damage or harm, and that all activities are suitably conducted – to provide a safe, secure and caring environment for clients, staff and other people in and around the premises. f) Report and assist with maintenance needs as appropriate. g) Assume responsibility as Fire Warden in the absence of the Program Manager WYAS CBN.
Key Responsibility 3	<p>To support the work of WYAS CBN’s other activities and services – i.e. pastoral, community participation and case management – by providing direct assistance, by actively promoting, and by serving as a ‘conduit’.</p> <ul style="list-style-type: none"> a) Be a conduit between the various activities and services of Wesley’s

	<p>activities in Coffs Harbour, Bellingen and Nambucca.</p> <ul style="list-style-type: none"> b) Promote and assist in the provision of opportunities for life-enhancing activity, interest and social engagement. c) Seek opportunities to promote greater participation in the additional support of case management. d) Provide assistance and support to activities of the WYAS CBN and Wesley. e) Provide assistance and support to volunteers and groups providing activities in, or a service to, or being hosted by WYAS CBN. f) Collaborate with partner agencies and services contributing to the life of WYAS CBN and Wesley in general. g) Assist activities intended to include the wider community. h) Assist activities intended to promote Wesley CBN as a positive contributor to the 'life' of our neighbourhood.
Key Responsibility 4	<p>Under direction of the Program Manager, support case management that is holistic, and person-centred</p> <ul style="list-style-type: none"> a) Provide case management support to young people who are homeless or at risk of homelessness in Coffs, Bellingen & Nambucca. b) Adopt a person-centred response to behaviours of concern in particular and to all interactions and practices in general. c) Ensure the locating of young people into the settings suitable to their needs, and the reviewing of support priorities and activities. d) Ensure that support of young people is culturally, age and gender appropriate. e) Contribute to the provision of opportunities for life-enhancing activity, and facilitate connections between young people and the wider / mainstream community. f) Under direction of the Program Manager, work with community partners to support young people who are homeless or at risk of homelessness. g) Adopt a 'No Wrong Door' working framework to ensure that all contact with people who are homeless or at risk of homelessness are appropriately supported, either within Wesley Mission's support systems or with another relevant service provider h) Seek opportunities to creatively engage young people in case management activity – respecting every interaction as an opportunity to sew possibility and hope i) Assist clients (and facilitate when necessary) to access support from external services when such services cannot be met from within the expertise or accessibility of the team j) Participate in team meetings and case review meetings and update case plans k) Thoroughly maintain relevant records and files, collecting all relevant CIMS data and other required client data l) Ensure all client data and referral information is appropriately recorded on Wesley Mission client data systems and the contractual data collection system m) Maintain up to date relevant monthly reports to be sent to Program Manager. n) Annual report done to Program Managers standards and satisfaction in a timely manner.

Key Responsibility 5	<p>To support Wesley Mission to ensure that Wesley CBN Youth Accommodation Service maintains operational sustainability</p> <ul style="list-style-type: none"> a) Assist the Program Manager to provide opportunities for clients to have input in the running of the WYAS CBN property by advising staff and management in relation to relevant organisational decisions by running Client Committees b) Assist and support a Client Committee to represent the common values and goals of clients in the services within the policy framework of these individual services c) With the Wesley Supported Accommodation Executive team, assist in the contribution to the monitoring, review and evaluation of programme strategies, options and client outcomes to identify improvements in service delivery. d) With the direction of the Program Manager, work to established practices and exercise initiative and judgement in keeping with Wesley Mission and WYAS CBN goals. e) Support Wesley management in providing and maintaining a quality of service delivery to clients, with due regard given to ISO 9000 quality standards, general continuous improvement principles and other good service practices such as the NSW Community Services Good Practice Guidelines. f) Support Wesley management in the development and review of policies and procedures. g) Support WYAS CBN management in the creation and nurture of a positive working environment. h) Assist WYAS CBN management to ensure that collecting, recording and reporting of all required data is thorough and timely.
Professional Responsibilities	<ul style="list-style-type: none"> a) As directed by the Program Manager and Supported Accommodation Executive Team, perform other duties not inconsistent with the functions and role of a Casual Youth Worker. b) Respond generously, outside of core responsibilities, to the requests, needs and interests of other WYAS CBN employees, activities, programs, partner organisations and volunteers. c) Contribute to a culture within WYAS CBN and Wesley Mission that promotes innovation and embraces flexible and responsive approaches to resolving each person's experience of homelessness. d) Attend all mandatory training relevant to this role, as determined by Wesley Mission and Supported Accommodation Executive Management. e) Administer First Aid in accordance with current certification. f) Drive Wesley Mission vehicles in accordance with the Motor Vehicle Policy. g) Attend specified meetings as agreed and required. h) Work independently but still be a part of the broader Wesley Supported Accommodation Team. i) Be in attendance at Wesley Mission celebrations and other significant social events, as well as formal business meetings of Wesley Mission, as appropriate. j) In relation to Wesley Mission and WYAS CBN, attend such functions, meetings, seminars, training courses as directed by your supervisor. k) Manage all aspects of own workload including meeting own KPI's as established by the Program Manager, and amended from time to time.

	<ul style="list-style-type: none"> l) Attend regular one-on-one supervision meetings with Program Manager m) Participate in meetings including: team meetings, team building initiatives, conflict resolution, service review, planning and evaluation meetings as required n) Commit to the continuing process of person/professional development and skills acquisition including participating in annual performance review and development process o) Exercise any other authority which may be delegated from time to time with due care and professionalism, maintaining an awareness of agency expectations and standards at all times.
General	<ul style="list-style-type: none"> a) Ensure effective and appropriate communication with and involvement of staff, volunteers and clients in the delivery of the service b) Application and promotion of person centred approach to practice and service delivery c) Actively contribute to a positive organisational culture that is committed, demonstrates initiative, is joined up in thinking and practice d) Communicate operational issues quickly with the leadership team to assist in improvement in service delivery e) Positive participation and engagement in team, best practice and project team meetings, staff surveys, support meetings, and performance review meetings. f) Behave ethically and function collaboratively as a member of Wesley Mission g) Ensure community, government and business stakeholder needs and contractual requirements are met. This includes embracing Client feedback: Satisfaction Surveys, Business and community feedback h) Participate in quality audit and accreditation standards, program reporting and relevant industry legislation and best practice guidelines. i) Engage in ongoing professional development, that includes current and emerging trends in service delivery. j) Implement and adhere to contract compliance and risk minimization procedures and systems k) Meet all internal and external reporting requirements l) Attend functions, committees, projects meetings and Wesley Mission services as directed by the Program Manager, WYAS CBN.

5. Other Professional Responsibilities

Values Driven Service Culture	<ul style="list-style-type: none"> a) Demonstrate a commitment to Wesley Mission's vision, noble purpose and culture within your work environments, acting with unfailing integrity in the completion of your work. b) Operate always within the strategic intent and Christian culture of Wesley Mission. c) Ensure your work is courageously committed to our clients and their unique personal needs. At all times respect the gender, ethnicity, sexuality, social background and religious beliefs of our clients. d) Regularly meet with your supervisor to discuss the work of your program, demonstrating a willingness to change and improve based on feedback from internal and external stakeholders.
Positive Stakeholder Relationships	<ul style="list-style-type: none"> a) Work cooperatively with Wesley Mission staff in all work settings, demonstrating generosity, Christlike servanthood and a willingness to contribute towards the success of other Wesley Mission services b) Work cooperatively and collaboratively with external stakeholders, demonstrating generosity, Christlike servanthood and a willingness to contribute towards the success of external services c) Attend significant social events, worship services and formal business meetings of Wesley Mission as requested. This will at times include events outside of your regular working hours
Financial Accountability & Sustainability	<ul style="list-style-type: none"> a) Operate within the financial policies and budgets of Wesley Mission b) When entrusted with Wesley Mission assets, including vehicles, mobile phone and internet access, protect the asset from harm or loss and keep discretionary and personal costs to a minimum.
Effective WHS Risk Management	<ul style="list-style-type: none"> a) Be appropriately responsible under the Work Health Safety act for your personal safety, the safety of your colleagues, your staff and your clients b) Promote the understanding and acceptance of policies and procedures relating to Equal Employment Opportunity, Anti-Discrimination, Affirmative Action and Work Health and Safety c) Ensure that risk management principles are exercised in accordance with Wesley Mission policies and those incidents of high or material risk are reported immediately to your supervisor.
Validated Compliance Standards	<ul style="list-style-type: none"> a) Operate in accordance with Supported Accommodation framework, contracts, legislation and Wesley Mission policy and procedure and within the scope of professional expertise b) Delegate authority as per Wesley Mission reporting structure c) Participate at least annually in the Wesley Mission Annual Professional Reporting and Development reviews

6. Selection Criteria

Knowledge	<ul style="list-style-type: none"> • Tertiary qualifications: Relevant qualifications desirable in community services but not compulsory. • Sector knowledge: Understanding of causes and support for people with homelessness, domestic violence and child protection issues; Knowledge of the region, it's needs and the various local community services • Specialty knowledge: specific knowledge of a relevant area that can support people struggling with homelessness or at risk of homelessness (for example, Alcohol and Other Drugs; Mental Health; Domestic Violence; Family Theory; etc) • Human Resources: Knowledge of the Human Resources requirement to ensure all Equal Employment Opportunities and staff management standards are met and maintained • Partnership management: Knowledge of how to support, develop, maintain and enhance sound networking and partnership practices • Knowledge of Person Centred practice: Knowledge of working in accordance with person centred practice and able to guide and mentor staff in person centred practice
Skills	<ul style="list-style-type: none"> • Analytical Skills: Skills in program analysis and problem solving skills; Demonstrated ability to secure relevant information and identify key issues to make sound decisions with long term positive impact; Able to understand on-the-ground problems, to troubleshoot and find resolutions • Relationship management: Able to support the Program Manager to build and maintain mutually beneficial, collaborative relationships across different groups in a business partnership model, based on Wesley Mission's values. • Innovation Management: Skills in developing and nurturing innovation in the program delivery; Able to generate or foster the generation of creative ideas; Actively contribute to a continuous improvement culture. • Strong interpersonal skills: Ability to build individual and team motivation and also secure outcomes in a matrix management environment • Ability to Self-Manage: Be able to work without direct supervision in an environment that will have multiple distractions and urgent matters needing attention • Good Communication: Well developed written and oral communication skills; Able to effectively communicate across various mediums to various people in Wesley Mission, contractors, stakeholders, all levels of staff and clients; Good level of written, verbal and interpersonal skills, particularly assertiveness, diplomacy, negotiation and conflict resolution, ability to be adaptable, be self-motivated and exercise empathy for others

	<ul style="list-style-type: none"> • Able to work in a MS Office environment: Skills in working with various MS Office systems (such as Word, Excel and Outlook) and be able to effectively operate in Microsoft Windows environment • Confidentiality: Demonstrated high level of discretion and sensitivity when dealing with confidential matters • NSW Driver's Licence: Must hold a current unrestricted NSW Drivers Licence and be available to travel intrastate from time to time; Able to drive to support programs; Willingness to drive Wesley Mission vehicles in accordance to Wesley Mission Motor Vehicle Policy and Procedures • Wesley Visions and Values: Ability to work within Wesley's Visions and Values
Experience	<ul style="list-style-type: none"> • Minimum 2 years working experience gained within the community services sector or related service sector • Person Centre Practice: Experience in working with clients in a person centred framework • Provide Working with Children Check and Police Check Clearance Letter

7. Relationships

Reporting to:	Program Manager, Wesley Youth Accommodation Service CBN
Working with:	<ul style="list-style-type: none"> • Other Supported Accommodation programs and staff • Other Wesley Mission Departments, Committees, Networks and Boards as appropriate • Uniting Church Staff, and community, business and government stakeholders as required. • Partner organisations

8. Performance Measures

- All required reports completed on time and with the required information
Measurement Tool: Manager Reporting
- Client levels interactions meets contract expectations, and accurate and time collection of all client data
Measurement Tool: SHS CIMS / SHOR
- Good professional working relationships maintained with all Coffs Bellingen Nambucca Youth Accommodation Stakeholders and all associated Wesley Mission staff
Measurement Tool: Stakeholder and other Supported Accommodation feedback
- Positive feedback received from staff and clients

Measurement Tool: Staff appraisals, staff satisfaction, PR&DP documents and client evaluations

- e. Positive Feedback received from internal and external stakeholders

Measurement Tool: Stakeholder feedback

9. Required Professional Competence

- a) Relevant experience/ tertiary qualifications
- b) Experience in working with people that are homeless or at risk of homelessness
- c) Knowledge and experience of person centred care and practice
- d) Ability to develop and nurture stakeholder relationships and service networks
- e) Ability to work in an online client management system
- f) An excellent understanding of homelessness issues
- g) Ability to manage a variety of staff at a variety of different skill levels across a variety of different locations
- h) Detailed knowledge of policy, programs, guidelines, procedures and practices of the Wesley Mission and relevant external bodies
- i) Understanding of, and a diligent approach to WHS
- j) Ability to work unsupervised under broad direction of management
- k) Current Drivers Licence and the ability to drive Wesley Mission vehicles in accordance with the Motor Vehicle Policy
- l) Computer literate in Microsoft Windows environment