



Good Shepherd

Australia New Zealand

Position description

Title	Youth Homelessness Case Manager
Reports to	Team Leader Family Violence & Youth Services
Direct Reports	N/A
Classification & Salary	SCHADS level 5 (base salary \$80,640.56-\$84,908.72)
Employment Status	Part time 30 hours per week, Contracted position for 12 months
Date	January 2020
Good Shepherd Australia New Zealand (GSANZ)	
<p>Our three-year strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.</p> <p>We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, parenting programs and playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.</p>	
Role Purpose	
<p>Youth services are offered in the Brimbank / Melton and surrounding areas as well as the City of Yarra. The clients include general support, engagement programs and homelessness services.</p> <p>Funding is through the Department of Health and Human Services (Victoria).</p> <p>The Youth Homelessness Case Manager provides holistic case management, outreach and housing support and information to young people aged 15-25.</p> <p>Young people are referred from crisis homelessness services and present as homeless or at risk of homelessness and may have complex issues and require intensive support, including support to young parents and their children.</p> <p>Other functions include liaising with homelessness access points and networks and working collaboratively with other agencies to provide a holistic case management framework that is client-centered and tailored to the needs of the individual/family.</p> <p>The staff member is required to work and build networks across both the areas of Brimbank. Melton and the City of Yarra locations and maintain a case load of up to approximately 15 young people who are predominantly located within the city of Brimbank.</p>	

Qualifications, Experience and Mandatory Requirements

- A tertiary qualification (Bachelor minimum) in youth work or social work or other relevant tertiary qualifications is essential
- Demonstrated experience and highly developed skills in working with young people and their accompanying children who may have complex needs (experience with young people who are homeless or at risk of homelessness is an advantage and/or family violence is an advantage)
- Demonstrated experience in networking with specialist youth services including housing, family services, employment/education, health, alcohol and other drugs, and legal services.
- Demonstrated ability to work culturally sensitive with young people from Indigenous backgrounds and those who are newly arrived
- Excellent written skills with demonstrated experience in case noting, preparing and maintaining client files including the use of data bases, strong verbal communication skills, interpersonal skills and time management skills.
- Highly developed teamwork skills and the ability to work across agency sites
- A satisfactory Police Check
- A current Working with Children's Check (WWCC)
- A current Full Australian Drivers Licence

Responsibilities

Strategy

- Adhere to relevant Specialist Homelessness Services service standards, GSANZ policies and procedures, program targets and participate in quality improvement activities
- Deliver service in line with team budget, operational plan and GSANZ's strategic plan
- Contribute to development of team plan
- Demonstrate understanding of social justice and community capability building concepts

People

- Attend Youth Homelessness Service Team meetings
- Attend Youth Allocations Meetings (YAC)
- Maintain professional relationships with colleagues
- Build local resources
- Demonstrate commitment to own learning and development
- Take responsibility for own wellbeing
- Contribute to development of a high-performance team through demonstration of skills outlined in GSANZ 's capability framework

Clients

- Provide case management, phone and outreach support to young people and families who identify as homeless or at-risk of homelessness
- Provide Information, referral, assessment, phone support, outreach and case management to young people
- Assess needs of young people and their accompanying children
- Develop case plans including housing / exit plans
- Prepare housing applications including supporting documents and Information
- Support young people and their children to develop and achieve case plan goals through advocacy, life skill development, referral to specialist services
- Manage case load, case files and case notes
- Deliver best practice service to clients in line with agreed goals/contribution
- Seek feedback from clients in order to reflect and improve on own practice
- Maintain a client centred approach to service delivery at all times

Service Delivery and Operations

- Receive referrals from Access Points via the allocation meetings and the Team Leader
- Work within the Opening Doors Framework
- Participate in quality improvement including auditing and DHHS accreditation processes
- Meet program targets and objectives including assessing client outcomes and obtaining regular client feedback
- Attend program planning meetings

Stakeholders

- Maintain relationships with Homelessness access points; Transitional Housing Management (THM) and other housing providers and real estate's where appropriate to deliver valued outcomes for clients
- Participate in North West Homelessness Network
- Participate in local youth network meetings
- Develop constructive, collaborative relationships with other GSA NZ team members and departments

Compliance

- Maintain client files, case notes and data in accordance GSA NZ standards
- Report to Team Leader and attend fortnightly supervision sessions
- Fulfil monthly data requirements
- Demonstrate behaviour consistent with GSA NZ mission, values, behaviours and policies at all times
- Maintain agreed quality standards
- Maintain OH&S standards at all times

Values & Behaviours - We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Additional information

Employment is subject to:

- A current Police Record Check
- A current Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury: The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

Equal opportunity: Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity.

All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

Child Safe Employer: Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

Cultural competency: Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

Salary packaging is available to all employees.