



Youth Homelessness Outreach Worker

Position Description

Youth Services

Stage: Issued
Version: 5.005012
Issued: 4/09/2019
Next Review: 7/04/2020

Position Title:	Youth Homelessness Outreach Worker
Location:	Quantum - Morwell Office.
Hours of Duty:	As per Employment Agreement.
Duration:	The period of employment is dependent upon ongoing funding.
Position Funding:	Funding is provided through the State and/or Commonwealth Government.
Salary:	Salary & conditions are as per the Quantum Enterprise Agreement 2015 and the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
Classification:	Level 5
Reports to:	Practice Leader Youth Homelessness and Support

Our Vision, Mission & Values:

Quantum is committed to providing accessible high quality, advocacy and support services that meet the needs of our community.

Our Vision

Quantum serves to enrich the wellbeing of Gippslanders.

Our Mission

To improve lives by empowering people, particularly the vulnerable to reach their full potential.

Our Values

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our Vision and Mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

Respect: Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination	Integrity: Quantum values being ethical and professional in our conduct	Empowerment: Quantum values sharing our knowledge to promote the choices and decision-making capacity of others
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Primary Position Objectives:

- Directly provide young people who are homeless or at risk of becoming homeless with intensive support. This support is to be delivered within a case management framework involving an assertive outreach approach.

Duties and Responsibilities:

Service Delivery

- To be responsible for a caseload of clients and provide intensive transitional support to young people referred to the Youth Homelessness Service within a case management framework.
- Contribute to an integrated approach to service delivery for clients accessing the program.
- Assist clients to identify their own goals and work with them within the context of case management, with the aim of achieving independent living.
- Provide a service which facilitates assertive outreach to assist with client engagement.
- Provide clients with information and referral to a broad range of community resources.
- Assist clients of the service to maintain family ties where appropriate.
- Protect confidentiality, integrity, user's rights and access to information for all service users in line with agency policy.

Community Development & Networking

- Participate in community development by disseminating information to other agencies, community groups, local governments etc.
- Work co-operatively with other agencies in maintaining an effective service delivery system for clients who are homeless or at risk of becoming homeless.

Agency Participation

- Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Line Management.
- Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.
- Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the Agency's service delivery and contribute to future planning.
- Contribute to Quantum Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews.

Administration

- Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act.
- Carry out necessary administrative tasks, including:
 - Compiling workers or other reports on a monthly basis or as requested.
 - Daily & monthly collection of data for both internal and external purposes.
 - Completion of relevant forms in accordance with QSS policies and procedures.
 - Performing tasks such as filing & correspondence.
 - Maintaining accurate records.
 - Maintaining Case Files within the guidelines of the QSS Service Delivery Manual.

General

- Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and QSS Line Management.

Occupational Health and Safety

- Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.

Key Selection Criteria:

Service Delivery

1. Excellent communication and interpersonal skills which can be appropriately used when working with clients, families, colleagues, Government Departments and community organisations.
2. An understanding of the social and political issues impacting on young people who are homeless or at risk of becoming homeless.
3. Demonstrated experience and knowledge of case management practices including the use of assertive outreach.
4. Previous experience in related work with the client group which demonstrates the ability to engage young people.
5. Demonstrated capacity to deliver culturally sensitive practices in working with the client group.
6. A commitment and ability to create strong links with appropriate services/networks and an understanding and knowledge of the available resources.
7. An understanding of team responsibilities and dynamics, and the skills required to be an effective team member.

General

1. Competent literacy and computer skills.
2. Ability to work with minimal direction and supervision.
3. Excellent time management skills.
4. Enthusiasm, energy and interpersonal skills.

Mandatory Requirements:

- Appropriate tertiary qualifications and / or experience relevant to this position.
- Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone number(s) of three referees.

Conditions of Employment:

- The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum Support Services, complete a successful Police Check and Referee Check prior to commencing employment, and provide confirmation of a Working With Children Check.
- The successful applicant is required to comply with the policies of Quantum Support Services Inc.
- A current Victorian driver's license is required, that is not at risk of being cancelled.
- This position description is subject to an annual review.

Accountability:

The position is accountable to the Stream Manager Homelessness and Support Services and Executive Director.

Internal Files/Links:

Eziway Salary Packaging

other - human resources

Revision History:

Revised November 2017
Revised October 2018
Updated September 2019

Acknowledgement:

Please sign and date to acknowledge you have read and understood this position description.

Employee:

Name: _____

Signature: _____

Date: ____/____/____

Manager

Name: _____

Signature: _____

Date: ____/____/____