

<b>Position Title:</b>	Residential Youth Worker
<b>Location:</b>	Quantum Support Services â€” Youth Residential Building.
<b>Hours of Duty:</b>	As per Employment Agreement.
<b>Duration:</b>	The period of employment is dependent upon ongoing funding.
<b>Position Funding:</b>	Funding is under the Supported Accommodation Assistance Program (SAAP). SAAP is a joint State & Federal government program administered by the Department of Human Services.
<b>Salary:</b>	Salary & conditions are as per the QSS Enterprise Agreement 2007 and based on the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
<b>Classification:</b>	Level 5

### 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 Support Services vision is to improve lives.

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

### Primary Position Objectives:

- To provide safe and secure emergency accommodation to homeless young people in Central Gippsland.
- To provide young people with information and assistance in obtaining alternative secure and affordable accommodation.
- To ensure young people are made aware of all the options available to them including family reconciliation, education, training and employment.
- To ensure through the use of case planning and management a comprehensive response to the identified needs and goals of young people who are homelessness.
- To provide professional referral and assistance to young people to access a range of support services.

### Duties and Responsibilities:

#### Service Delivery

- To assist in facilitating a coordinated and integrated team approach to service delivery, assessment, case planning and case management for young people accommodated at the Youth Residential Building (YRB).
- To ensure young people obtain outcomes most suited to their needs including family reconciliation, medium to long term supported accommodation, community placement or access to the private rental market, and other appropriate community resources.
- To ensure the safety of staff and residents at all times.
- To ensure that the YRB is maintained in a clean and tidy condition at all times.
- To assist and encourage young people to develop practical living skills through the living skills program.
- To promote positive household dynamics by assisting young people to understand the nature of cooperative social interaction.

- To ensure that any crisis involving residents is handled in a professional and effective manner.
- To protect confidentiality, integrity, user's rights, and access to information for all service users in line with agency policy.
- To provide clients with information and referral to a broad range of community resources.
- To assist clients to maintain family ties where appropriate.
- To provide a service to clients within the context of case management.

### Community Development & Networking

- To participate in community development by disseminating information to other agencies, community groups, local government and other relevant services.
- To work cooperatively with other agencies in maintaining an effective service delivery system for clients who are homeless or at risk of homelessness.

### 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 QSS policies and procedures.

## Key Selection Criteria:

### Service Delivery

1. A demonstrated knowledge and understanding of youth culture, the issues surrounding youth homelessness, and the available resources and services in Central Gippsland.
2. Appropriate skills to deal with young people in crisis situations, and knowledge of the impact of crisis and stress on a young person's emotional, social and physical well-being.
3. Demonstrated ability to relate to and work effectively with homeless young people, their families and support networks.
4. Demonstrated capacity to deliver culturally sensitive practices in working with the client group.
5. Demonstrated skills in and knowledge of :
  - Basic Counselling
  - Clients and workers rights and responsibilities
  - Predicting potentially dangerous situations
  - Anger Management
  - Conflict negotiation and resolution
  - Empowerment processes
  - Case Management processes
6. Excellent communication and interpersonal skills which can be appropriately used when working with clients, families, colleagues, Government Departments and community organisations.

7. A commitment to working as part of a professional team.

**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 Supervisor and QSS Line Management.

Eziway Salary Packaging                      other - human resources

**Revision History:**

Last updated April 2015.

**Acknowledgement:**

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

Employee:  
 Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Date: \_\_\_/\_\_\_/\_\_\_\_\_

Manager  
 Name: \_\_\_\_\_  
 Signature: \_\_\_\_\_  
 Date: \_\_\_/\_\_\_/\_\_\_\_\_