

POSITION DESCRIPTION



Position Title:	Youth Homelessness Outreach Worker
Location:	QSS Morwell Office
Reports To:	Practice Leader – Youth Homelessness & Support
Key Internal Contacts (Program)	Youth Services
Hours of Duty:	As per Employment Agreement
Duration:	The period of employment is dependent upon ongoing funding.
Salary Classification:	SCHADS Award Level 5

About Quantum

Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:

- Homelessness including youth crisis accommodation
- Tenancy advocacy and support
- Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
- Family violence support for women and children
- Youth programs
- Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people. Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcome and valued.

In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below.

Vision:	Our Vision is to enrich the wellbeing of Gippslanders
Values:	Respect, Integrity, Empowerment
Our Core Values:	<ul style="list-style-type: none">• we are inclusive• we are accountable• we strive for sustainable outcomes• we are proactive• we show care• we are agile and adaptive

Our Goals	<ul style="list-style-type: none"> • Provide the right services and programs in the right places. • Increase access to early intervention and prevention services. • Attract, engage and invest in our people. • Build the profile of Quantum. • Achieve a sustainable business model
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Primary Position Objective
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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing including; CIMS, and the FVISS & CISS as related to the MARAM framework. • Compiling workers or other reports on a monthly basis or as requested. • Daily and 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	<ul style="list-style-type: none"> Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and QSS Line Management
Health and Safety	<ul style="list-style-type: none"> 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. Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.

Key Selection Criteria	
	<p><u>Service Delivery</u></p> <ol style="list-style-type: none"> Excellent communication and interpersonal skills which can be appropriately used when working with clients, families, colleagues, Government Departments and community organisations. An understanding of the social and political issues impacting on young people who are homeless or at risk of becoming homeless. Demonstrated experience and knowledge of case management practices including the use of assertive outreach. Previous experience in related work with the client group which demonstrates the ability to engage young people. Demonstrated capacity to deliver culturally sensitive practices in working with the client group. A commitment and ability to create strong links with appropriate services/networks and an understanding and knowledge of the available resources. An understanding of team responsibilities and dynamics, and the skills required to be an effective team member. <p><u>General</u></p> <ol style="list-style-type: none"> Excellent literacy and computer skills. Ability to work with minimal direction and supervision. Excellent time management skills. Enthusiasm, energy and interpersonal skills
Mandatory Qualifications	
	<ul style="list-style-type: none"> 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 numbers of three referees.
Desired	

Conditions of Employment	
Required	<ul style="list-style-type: none"> 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 Compliance with Quantum's Child Safe Standards The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. The successful applicant is required to comply with the policies of Quantum Support Services Inc. This position is subject to an Annual Review.

Acknowledgement			
Please sign and date to acknowledge you have read and understood this position description.			
Name (employee)		Date:	
Name (line-manager)		Date:	

Document Tracking	Version	Issued date	Review Date
Issued	5.005012	04/09/2019	07/04/2020