

**POSITION DESCRIPTION**

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

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| **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:** | * we are inclusive * we are accountable * we strive for sustainable outcomes * we are proactive * we show care * we are agile and adaptive |
| **Our Goals** | * 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** |
| To be responsible for direct service delivery to youth residing in the Youth Refuge, to assist them to source permanent accommodation and to assist them to achieve the greatest possible degree of self-reliance and independence.  To provide an emergency accommodation service which is accessible for people aged 16 to 25 who are experiencing homelessness or who are at risk of homelessness.  To provide short term holistic case management support services to youth entering the service from initial intake/to assessment/to on-going case planning/review/exit planning/completion with a consistent focus on safety planning and risk assessment.  To provide an accommodation service which is accessible to homeless or at risk of homelessness youth which offers equal support regardless of race, culture, sexual orientation, gender identify, class and ability which is supportive of the individual needs of the youth. |

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| **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 understand and maintain security measures at the YRB and to ensure that service users also understand the measures and their responsibilities regarding security. * To provide safe and secure emergency accommodation to homeless young people in Central Gippsland. * To ensure that the YRB is maintained to a level that provides a clean and safe environment for clients. * 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 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 develop client focused case plans with clients outlining clear goals and timelines ensuring clients are actively engaging in all aspects of planning and decisions. * Receive and provide a thorough handover at the beginning and end of each shift * Maintain the cleanliness of staff sleepover quarters and administration areas. * To participate in the roster which includes; day shift and over-night weekday shifts and weekend night and day shifts (Not applicable to casuals). |
| **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. * Establish and strengthen linkages and protocols with Housing Services, MIND, Orange Door, Headspace, Wannick Gunyah and other services where required. |
| **Agency Participation** | * Participate in regular supervision, review and individual planning, including the identification of training needs, provided by People, Learning and Culture Manager. * Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings. * Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act. * Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of 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. * Continually develop both personally and professionally to meet the changing needs of the position, career and industry. * Support and provide guidance and support to students and new employees as requested by your Practice Leader |
| **Administration** | * 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. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM. * Ensure client critical incidents are managed and documented as per Quantum DHHS instructions * 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 Quantum policies and procedures. * Performing tasks such as filing & correspondence. * Maintaining accurate records. * Maintaining Case Files within the guidelines of the Quantum Service Delivery manual. * Perform other duties relevant to Quantum Support Services' daily operations as directed by the Practice Leader Youth Homelessness and Stream Manager Homelessness and Support Services. |
| **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. * Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff. |

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| **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 experience and knowledge of case management practices and frameworks. 6. Previous experience in working with the client group. 7. Excellent communication and interpersonal skills which can be appropriately used when working with clients, families, colleagues, Government Departments and community organisations. 8. A commitment to working as part of a professional team. 9. Previous experience in crisis intervention and assessment with strong conflict resolution skills.   **General**   1. Excellent 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 Qualifications** |  |
|  | * 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** |  |

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| **Conditions of Employment** | |
| **Required** | * 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 Licence is required, that is not at risk of being cancelled. * This position description is subject to an annual review. * Adherence to Quantum Support Services - Code of Conduct. * This position will remain on a 6 month probationary period from the commencement date. |

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

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