

## POSITION DESCRIPTION



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| <b>Position Title:</b>        | Youth Transition Advisor – Better Futures   |
| <b>Location:</b>              | Quantum Offices at Warragul, Morwell, Sale & Bairnsdale as well as outreach across Gippsland. |
| <b>Reports To:</b>            | Team Leader – Youth Services (Better Futures)   |
| <b>Hours of Duty:</b>         | As per the Employment Agreement   |
| <b>Salary Classification:</b> | SCHADS Award Level 5  |
| <b>PD number:</b>             | YS005   |

### 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.

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

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| <b>Our Goals</b> | <ul style="list-style-type: none"> <li>• Provide the right services and programs in the right places.</li> <li>• Increase access to early intervention and prevention services.</li> <li>• Attract, engage and invest in our people.</li> <li>• Build the profile of Quantum.</li> <li>• Achieve a sustainable business model</li> </ul> |
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| <b>Primary Position Objective</b> |  |
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|                                   | <ul style="list-style-type: none"> <li>• Provide support to young people (aged 15 &amp; 9months to 21) in their transition from statutory care to successful adulthood.</li> <li>• Provide support to young people (aged 15 &amp; 9months to 21) who are referred to Quantum's suite of leaving care programs</li> <li>• Create community links and networks for young people transitioning from care and post care.</li> <li>• A strong focus on achieving outcomes: economic, personal, social and housing.</li> <li>• Provide life and living skills development for the client group</li> <li>• Provide authoritative advice to case managers and care teams in leaving care preparations</li> </ul> |

| <b>Program Background</b>  |  |
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| <p>The <i>Roadmap for Reform: Strong Families, Safe Children</i> (the Roadmap) identifies the Victorian Government's long term vision for out-of-home care as strengthening home-based care and improving outcomes for children and young people in out-of-home care. This model will assist young people achieve successful, fulfilling, independent adult lives. It will provide outcomes focused, flexible and tailored support to young people as they transition from out-of-home care.</p> |  |

| <b>Duties and Responsibilities</b> |  |
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| <b>Service Delivery</b>            | <ul style="list-style-type: none"> <li>• To be responsible for and maintain a reasonable case load of young people who are transitioning from care.</li> <li>• To build rapport with young people whilst in care and contribute to transition planning.</li> <li>• Provide case management support when the young person leaves care facilitating assessment planning with a focus on long-term outcomes.</li> <li>• Engagement will include assertive outreach and support that includes varying levels of intensity. This will be in accordance with Quantum's worker safety policy and procedures.</li> <li>• Motivate, encourage and empower clients to address areas of personal difficulty and consider options for the development of personal wellbeing.</li> <li>• To actively support, encourage and maintain the development of positive relationships, networks and linkages within the young person's community.</li> <li>• To actively promote the establishment and maintenance of positive family relationships in accordance with the young person's wishes and as outlined in the care plan.</li> <li>• To liaise effectively with relevant services and supports to create linkages and options for young people in the program.</li> <li>• To implement and manage brokerage based on the case plan for each young person in accordance with Quantum's delegations of authority.</li> <li>• Work collaboratively with case managers, care teams, carers, and family members.</li> <li>• Provide support to maintain accommodation arrangements such as liaising with real estates, housing service providers, carers or family members</li> <li>• In order to ensure a reasonable workload your case load will be negotiated with your Practice Leader whilst considering the needs of the young people and ensuring staff wellbeing and workload needs are carefully considered.</li> </ul> |

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| <b>Community Development &amp; Networking</b> | <ul style="list-style-type: none"> <li>• Participate in community development activities such as local youth networks, practitioner network meetings and state-wide forums.</li> <li>• Protect confidentiality, integrity, user's rights and access to information for all service users in line with agency policy.</li> <li>• Work cooperatively with other Government and non-Government agencies in maintaining an effective and responsive service delivery system for clients who are transitioning from state Care to independence.</li> <li>• Create links to community for the client group</li> </ul>   |
| <b>Agency Participation</b>                   | <ul style="list-style-type: none"> <li>• Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Line Manager.</li> <li>• Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings.</li> <li>• 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.</li> <li>• Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews.</li> <li>• 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 &amp; CISS as related to the MARAM framework.</li> </ul> |
| <b>Administration</b>                         | <ul style="list-style-type: none"> <li>• Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants</li> <li>• Maintaining accurate records.</li> <li>• Maintain case files for all program participants.</li> <li>• Reporting on a weekly, monthly basis or as requested.</li> </ul>   |
| <b>General</b>                                | <ul style="list-style-type: none"> <li>• Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management.</li> <li>• Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.</li> </ul>  |
| <b>Health and Safety</b>                      | <ul style="list-style-type: none"> <li>• Promote a safe workplace for colleagues and clients in accordance with OH&amp;S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.</li> <li>• Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff.</li> </ul>   |

| <b>Key Selection Criteria</b> |   |
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|                               | <p><b><u>Service Delivery</u></b></p> <ul style="list-style-type: none"> <li>• Working knowledge of the child protection system and the complexities of young people transitioning from care</li> <li>• A demonstrated understanding of the impacts of trauma on young people.</li> <li>• A demonstrated understanding of the social and political issues impacting young people, particularly those transitioning from care.</li> <li>• Demonstrated ability to engage, build relationships and network with the community to support young people transitioning from care. Including: government agencies, non-government agencies, business and individuals.</li> <li>• Demonstrated Knowledge of case management practice and principles.</li> <li>• An ability to work positively in a team environment and promote Quantum's values of respect, integrity and empowerment.</li> </ul> |

| Mandatory Qualifications |  |
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|                          | <ul style="list-style-type: none"> <li>• Minimum requirement of Diploma of Community Services or other relevant or appropriate tertiary qualifications and/or experience relevant to this position.</li> <li>• Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address and telephone numbers of three referees.</li> </ul> |

| Conditions of Employment |   |
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| <b>Required</b>          | <ul style="list-style-type: none"> <li>• Provision of valid Working with Children Check (full not voluntary)</li> <li>• Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter.</li> <li>• Compliance with Quantum’s Child Safe Standards</li> <li>• Entitlement to work within Australia</li> <li>• 6 months probationary period</li> <li>• The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation.</li> <li>• The successful applicant must confirm their acceptance of the Offer of Employment from Quantum Support Services Inc. via the People Learning &amp; Culture Portal.</li> <li>• The successful applicant is required to comply with the policies of Quantum Support Services Inc.</li> <li>• This position is subject to an annual Review.</li> </ul> |

Version 4. 3/6/2021

| Document Tracking | Version | Issue date                   | Review Date                  |
|-------------------|---------|------------------------------|------------------------------|
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| Reviewed          | 2.      | 26 <sup>th</sup> June 2021   | 25 <sup>th</sup> June 2024   |
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