

Position Description: Youth Housing & Support Coordinator, Mid-North Coast

Employment Status: Full-time

Award/Salary: SCHADS Award Level 5

Reports to: Operations Manager

Direct reports: None

Location: Kempsey and Port Macquarie

Area Coverage: Mid North Coast

Primary purpose of this position:

Your primary role is to facilitate young people's access to housing, homelessness and support services on the Mid North Coast. Working in partnership with the CHL Access & Demand team, you will assess the housing needs of young people and others who seek assistance; and work with them to facilitate access to the services they need.

You will be responsible for ensuring we build and develop positive relationships with support agencies to ensure we understand the services available for young people and ensure they can access this support when needed. You will have the ability to identify gaps in available services and either find creative solutions or recommend new initiatives.

This role is key to our organisation being able to build trust with young people, partner agencies and the communities in which we operate. It requires you to be efficient, competent and reliable; and an effective, honest and consistent communicator.

You will work closely with and support our youth housing managers to promote tenant wellbeing and sustain tenancies.

Key Accountabilities:

The Youth Housing & Support Coordinator will be the face of our organisation to housing applicants and the partner agencies that refer and support them. We will rely on your professionalism, integrity, reliability and warmth to ensure every applicant receives respectful, quality customer services; and facilitated access to the services they need.

1. Develop and document a deep understanding of the services available to support young people and others on the MNC, building upon the significant work already done by your predecessor
2. You will do this by building strong and effective relationships with other organisations through being an active and effective player in relevant groups and inter-agencies
3. Meet with and assess the housing needs of young people and others seeking assistance.
4. Depending on their housing and other needs, you may then assist them to apply for or access the following services:
 - a. Youth, social, community or private market housing
 - b. Homelessness services such as crisis, transitional or temporary accommodation

- c. Other relevant support or specialist services which may include, but will not be limited to: Income Support, Mental Health assessments and supports, Independent Living Skills assessments, Occupational Therapy, Domestic and Family Violence interventions
5. Follow-up both internal and external referrals to ensure a service was received and effective
6. Utilise record management systems used in partnership with CHL – HOMES and TRIM
7. Identify and address service gaps where possible
8. Strong administration and timely data collection will enable you to keep track of your clients' outcomes and any ongoing needs; and ensure you can demonstrate your effectiveness in this role
9. Support the My Foundations tenancy management team in their own support coordination activities and promote the importance of this throughout the organisation
10. Contribute to the ongoing review of My Foundations policies and procedures that affect the successful performance of your role, and those that affect our tenants, applicants and major stakeholders.
11. Contribute to the evaluation of our services, as well as evaluations focused on our tenants' personal outcomes.
12. Provide a monthly report on activities and outcomes to the MFYH Operations Manager and CHL Housing Options Manager
13. Support a compliance culture by ensuring that organisational risk management, workplace safety and compliance frameworks are adhered to and incorporated into your daily work.
14. Increase the profile and reputation of the organisation and the sector by building strategic networks and partnerships, attending industry forums and being a respected advocate for My Foundations Youth Housing, the dignity of young people, social justice and the Community Housing sector.

Cultural capabilities

Cultural capabilities are common to all positions at My Foundations Youth Housing. They describe the critical behaviours and ways of relating to work colleagues and others. These capabilities translate the My Foundations Youth Housing corporate values such as: socially responsible, people focussed, building relationships, professionalism and integrity.

Social Awareness

- Demonstrates an understanding of the economic and social factors that impact young people and young people in need of social housing in particular role
- Champions respect for diversity and role models socially and culturally appropriate behaviours.
- Promotes social inclusion and welcomes diversity in the workplace, our client base and the communities in which we operate.
- Identifies opportunity for community engagement and support of relevant cultural values in the work of the organisation.

Client Focused

- Seeks, listens and appropriately responds to young people's feedback
- Demonstrates an understanding of the foundations that form our Constitutional objectives.
- Ensures client service initiatives are promoted and reinforced throughout the organisation.
- Acknowledges and celebrates client successes
- Work hard to deliver on our promises and not make promises we are not sure we can keep
- Fosters a culture of excellence in service delivery.
- Develops and initiates services, approaches and tools to facilitate service excellence.
- Builds confidence in the organisations service to the broader community.
- Contribute to the development and implementation of customer service policy, procedures and standards.

Demonstrates professional empathy

- Demonstrates an understanding of human behaviour and youth development
- Provides a powerful role model for the organisation of empathy and respect for others.
- Fosters a culture of respect for young people's dignity and right to self-determination.

Understands the operating environment and its stakeholders

- Maintains awareness of the sector and current issues that affect stakeholders and the organisation's success.
- Contributes to building a culture of constructive collaboration within and outside the organisation.
- Identifies, builds relationships with and positively influences stakeholders that are critical to the organisation's and/or our tenants' success.

STRATEGIC RELATIONSHIPS AND PARTNERSHIPS

Builds relationships and networks

- Recognises the importance of building trust with our tenants, applicants, support partners and the communities in which we operate
- Builds strategic networks and forms partnerships for the long-term benefit of the organisation and its tenants.
- Identifies emerging stakeholders that will have a significant impact on the organisation and develops mutually beneficial relationships.

Works effectively in a team

- Demonstrates a commitment to teamwork and to the values of the organisation.
- Understands how the quality of your work and transparency of your decisions impact others both inside and outside the organisation.
- Participates in team events.
- Keeps others informed of decisions or changes that affect them.
- Treats everyone with respect and fairness.
- Committed, honest and reliable
- Works cooperatively to achieve goals.
- Shows maturity and understanding of the needs of others.
- Plans and/or participates in team-building activities that improve relationships.

CONTINUAL IMPROVEMENT AND CHANGE

- Self-monitors and reviews quality of service provided, work practices and performance.
- Promotes and acknowledges the ideas and improvements of others.
- Takes responsibility for their own personal and career development
- Recognises and celebrates their own and others' strengths;
- Identifies, understands and seeks organisational and management support for their workplace learning and development needs

PROFESSIONALISM AND INTEGRITY

Acts with integrity

- Acts as a role model and a champion for the demonstration of professionalism and integrity at all times.
- Promotes a culture of integrity and professionalism in which people feel comfortable to express their needs and opinions.

Works within safety, risk and governance frameworks

- Understanding of various risks and ensures appropriate strategic mitigation plans are implemented.
- Ensures all systems and reporting requirements are utilised to facilitate risk management and mitigation.

Enabling capabilities

Enabling capabilities are the core skills, knowledge and abilities required to effectively deliver and perform most roles at My Foundations Youth Housing. They support the delivery of a person's accountabilities and KPIs.

PLANNING AND ORGANISING

- Possesses planning and organisational skills required for their role that can also be contributed to strategic and business planning, major projects and service delivery initiatives.

PROBLEM SOLVING AND DECISION MAKING

- Demonstrates analytical thinking and problem-solving skills
- Reviews, identifies and recommends solutions to problems which have organisational wide impact.
- Sees emerging problems for the organisation and takes proactive steps to mitigate and resolve.

COMMUNICATION

- Demonstrates effective verbal and written communication skills
- Communication is appropriate and effective to its audience.

Uses written communication effectively

- Writes succinct and complex reports and documents for the CEO or their delegate
- Ensures all correspondence is appropriate to its audience and professionally represents the standards set by My Foundations Youth Housing

Negotiates with skills and influence

- Negotiates firmly and tactfully in sensitive or difficult situations with internal and external stakeholders.
- Skilfully develops and adapts scripts and presentations to engage different audiences and obtain their support.

POLICY AND PROCEDURES

- Develops and maintains workplace policy and procedures
- Champions the continuous improvement of work methods, policies and practices by advocating for needed resources and by emphasising the importance of such initiatives.
- Contributes to the development of organisational policy and procedures.

Professional capabilities

Professional capabilities define the specific knowledge, skills, abilities that are specialist or specific.

TECHNICAL KNOWLEDGE:

- Demonstrates technical/professional knowledge required to perform the role
- Applies the skills, knowledge and experience gained in the community, social housing and/or youth homelessness sector, and continually seeks to broaden one's own skills and knowledge.
- Participates in industry events and updates self on industry initiatives.
- Advocates technical excellence and assists others to broaden their technical skills and knowledge, where appropriate and applicable.
- Provides accurate, influential technical/professional advice both internally and externally.

FINANCIAL MANAGEMENT & ACCOUNTABILITY

- Understands and works within budget limitations and Youth Housing Officer delegations
- Seeks to minimise tenant rental arrears through efficient administration procedures and early communication, to sustain and support tenancies and the financial viability of the company
- Understands National Community Housing standards and the sector's need to actively guard against fraud and corruption and events that can negatively impact the reputation of the community housing sector; reports known or suspected adverse behaviour and protects the identity of whistle blowers in accordance with organisational policy and procedures.

Skills, experience and qualifications

- Diploma in Community Services, Social Housing, or other relevant tertiary qualifications (Bachelor of Social Work would be considered favourably)
- Experience and a positive reputation in community, social or youth housing sector, preferably in a case management position
- Demonstrated ability to engage and build effective professional relationships with young people and the individuals, families and agencies that support them.
- Experience using HOMES & TRIM record management systems will be highly regarded, but is not essential