

POSITION DESCRIPTION



Position Title:	Better Futures Intake and Assessment Practitioner
Location:	Quantum Support Services- Office Negotiable
Reports To:	Team Leader Better Futures
Hours of Duty:	As per the Employment Agreement
Salary Classification:	SCHADS Award Level 5.
PD number:	YS014

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

Primary Position Objective

1. Co-ordinate the Active Hold list within the Better Futures program and ensure all young people receive timely contact and response (including providing Limited Support)
2. Support the Advanced Practitioner in delivering the centralised intake and initial response for all Better Futures and leaving care programs in Gippsland.
3. Provide education and advice across Inner and Outer Gippsland to DFFH Child Protection and other Community Service Organisations about Quantum's Leaving Care programs.
4. Maintain and co-ordinate essential data, reporting and administrative systems within the Better Futures Program
5. To deliver a high quality, flexible and accountable service to the clients of the Better Futures program.

Duties and Responsibilities

Service Delivery	<ul style="list-style-type: none">• Be responsible for and provide a high-quality service to young people on the Active Hold list in the Better Futures program.• Provided the limited support level of service to young people in the Better Futures program.• In cooperation with the Advanced Practitioner and Team Leader, be a key part of the primary point of contact to receive and coordinate Better Futures referrals from case managers and DFFH in general.• Complete comprehensive intake and assessments with young people entering the program.• Subscribe to and utilise the Advantaged Thinking practice model.• Coordinate and respond to operational client based issues/crises in the Better Futures team in conjunction with the team and the Team Leader.• Engage with young people whilst still in care and contribute to transition planning when required• Utilise a range of youth focused engagement strategies such as assertive outreach, creative use of technology and more.• Fulfil the program requirements regarding case records, statistics and other data collection requirements.• Establish and maintain positive relationships with the key stakeholders relevant to the program.• Work collaboratively with other services to ensure young people and families are provided with co-ordinated and planned support.• Participate in the ongoing review and development of the program.
Agency Participation	<ul style="list-style-type: none">• Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Line Manager.• 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's policy processes in response to local, State and Commonwealth Government policy changes and reviews.• 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 framework.
Administration	<ul style="list-style-type: none">• Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants

	<ul style="list-style-type: none"> • Maintaining accurate records. • Maintain case files for all program participants. • Reporting on a weekly, monthly basis or as requested. • Perform other duties relevant to Quantum Support Services' daily operations as directed by Quantum Support Services Line Management.
General	<ul style="list-style-type: none"> • Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. • Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.
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"> 1. Experience in and knowledge of the Victorian Child Protection continuum and the leaving care system associated with it. 2. Knowledge of case management and it's functions and some principles of good case management 3. Capacity to use initiative, set priorities, organise and manage workloads. 4. Experience working with vulnerable children, young people and families that are experiencing multiples and complex issues. 5. Demonstrated high level of interpersonal skills and communication skills, both oral and written. 6. Possess a flexible and adaptive approach to service delivery. 7. Knowledge of the Advantaged Thinking model
Mandatory Qualifications	
	<ul style="list-style-type: none"> • Minimum requirement of Diploma of Community Services or other relevant or appropriate tertiary qualifications and/or experience relevant to this position. • 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.

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

Document Tracking	Version	Issue date	Review Date
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