

POSITION DESCRIPTION



Position Title:	Creating Connections Practitioner
Location:	Quantum Office Morwell
Reports To:	Team Leader Youth Homelessness
Hours of Duty:	As per the Employment Agreement
Salary Classification:	SCHADS Award Level 5
PD number:	YS012

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

- To assist youth aged 15-25 years, with an emphasis on the 16-19 age group, and the homeless services working with them, to achieve suitable housing and support and to increase community connectedness
- To deliver a range of support service in Both the Creating Connections and Transitional Support programs and provide a high-level coordination to young people within a case management framework using assertive outreach to maximise independence and minimise service dependence.
- To work collaboratively with the Youth Homelessness & Support team to ensure appropriate support needs and positive outcomes are achieved for young people.

Program Background

- This position is part of the Gippsland Creating Connections Network.
- This position provides support with links and advocacy in Education and Training; Private Rental Brokerage and Support; Intensive Case Management; Youth Focus Housing Placement and Housing & Homelessness assistance. The latter function will also deliver a Life and Living Skills element.

Duties and Responsibilities

Service Delivery	<ul style="list-style-type: none">• To be responsible for providing individual support and delivering life skill development programs to eligible clients, developing links to education and training for eligible clients and assist in linking clients to the private rental market.• To provide a range of interventions including individual case management, information and education, referral linkages, attendance at care team and other case planning meetings, practical one to one support, and client advocacy.• Case plans and client outcomes demonstrate that effective planning and connections have been made to ensure a holistic approach to meeting the needs of young people seeking assistance 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, consistent with a coordinated case management approach.• 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.• Develop life skills, education and training including providing private rental and housing resources that are accessible to other youth workers and agencies.
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• Maintaining accurate records.

	<ul style="list-style-type: none"> • Maintain case files for all program participants. • Reporting on a weekly, monthly basis or as requested.
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. Excellent communication and interpersonal skills which can be appropriately used when working with clients, families, colleagues, Government Departments and community organisations. 2. An understanding of the social and political issues impacting on people who are homeless or at risk of becoming homeless within the court system. 3. Demonstrated experience and knowledge of case management practices including the use of assertive outreach. 4. Demonstrated capacity to deliver culturally sensitive practices in working with the client group. 5. Previous experience in related work with the client group which demonstrates the ability to engage young people, adults and their families. 6. A commitment and ability to create strong links with appropriate services/networks and an understanding and knowledge of the available resources. 7. An understanding of team responsibilities and dynamics, and the skills required to be an effective team member.
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
Created	1.	January 2017	January 2023
Reviewed	2.	26 TH June 2021	25 th June 2024
Reviewed	3.	8 th October 2021	7 th October 2024