

## 1. The Context

Wombat Housing Support Services is one of the largest providers of housing support services to people in the Western Metro Region. It is a community-based organisation managed by a Board.

### **Mission Statement**

Wombat supports people who are homeless or at risk of homelessness in and around Melbourne's West. Wombat delivers high-quality support services and is a leading advocate to reduce homelessness and ensure a fair housing system.

Wombat's existing services include:

- Support & Advocacy for social housing tenants
- Support programs for Youth Justice and Child Protection clients
- Transitional support services for Families, Single People and Youth

The culture of Wombat is about:

- Integrating new programs and ideas
- Providing services that are accessible, transparent, fair & equitable
- Being sensitive to the needs of diverse cultural & language groups
- Recognising the right of all age groups to access appropriate services, including children, young people and older people
- Cross program service delivery
- Embracing and generating change that is positive
- Accountability, inquiry and reflection
- Hearing and accounting for different views
- A workforce representing diversity in experience, age and ability
- Valuing staff and encouraging wellbeing
- Providing a flexible and supportive work environment.

Wombat is an equal opportunity employer and is committed to providing a safe working environment.

Wombat encourages applications from individuals of diverse backgrounds, including but not limited to First Nations peoples, people with disabilities, people from a culturally and linguistically diverse (CALD) backgrounds, and people identifying as LGBTQI+.

Wombat works with children and adheres to the Child Safe Standards. See Code of Conduct below.

## 2. Program(s)

Wombat's Youth programs provide outreach case management support to young people aged between 16-25 in the inner west region of Melbourne who are homeless or at risk of homelessness. We provide housing related information and advocacy, assistance to secure long term accommodation, assistance to reduce barriers and develop the skills to maintain independent living and appropriate referrals to specialist services where required. Our clients may reside in THM, social housing, private rental or be couch surfing.

Wombat's Youth programs also have a specific focus on early intervention and prevention of homelessness, with a specialist early intervention case manager role. Wombat's youth programs also incorporates the MYAP program, which has a specific focus on culturally and linguistically diverse young people.

## 3. The Position

### Role:

With the support of the Youth Program Manager, the Youth Programs Team Leader will play a critical role in the development, implementation, maintenance, monitoring and evaluation of an effective model for delivering program case management services in the youth programs.

### Scope:

Leading a team of 5 from one location in North Melbourne, The Youth Programs Team Leader provides support, advice and supervision, manage key external relationships, ensure quality systems are maintained and developed, and facilitate the general day-to-day functioning of the team.

### Reporting and Accountability:

The Team Leader is accountable to the General Manager via the Program Manager. This will involve regular meetings and provision of reports including referrals, data, case loads etc.

### Support and Supervision:

The Team Leader will participate in regular individual program, support and supervision meetings with the Program Manager. They will also participate in group supervision with the other team leaders.

### Responsibilities will be commensurate with the SCHADS Award 6

## 4. Duties

The role will involve performing the following duties in accordance with the philosophy, policies, work practices and protocols of Wombat Housing Support Services: (including Codes of Conduct *see below*)

- To provide support, supervision and leadership to the team, including providing the opportunity for reflective practice, professional development and debriefing where required
- To coordinate the successful delivery of Wombat Youth programs in the inner west
- To coordinate the work of youth program service delivery staff including team building and team support.
- To apply mechanisms and standards for program monitoring, evaluation and improvement
- To build the capacity of staff and the organisation to deliver an effective Youth program service in the west

- To develop and ensure dissemination of information and resource material about Wombat's youth programs to program users, potential users and key stakeholders
- To build, maintain and grow healthy key stakeholder relationships, especially service partners and DFFH, access points and community housing providers
- To develop, implement and contribute to the maintenance of information, data and recording systems
- To deliver effective case managed support to clients at risk when required
- To contribute to the development of Wombat Housing Support Services policies, programs and procedures
- To attend external meetings as determined in consultation with the Management team
- Participate in the Duty Response, including online enquiries
- To participate in team and individual case management support meetings, team meetings, Wombat staff meetings and other internal meetings.
- To support and engage with other programs within Wombat
- To participate in Wombat working groups
- To prepare written reports as required
- To represent the interests of Wombat and in the west in consultation with the Team leader and Program Manager
- Other duties as directed by the Program Manager and General Manager.

## 5. The Conditions

**Job Title:** Youth Programs Team Leader

**Duration:** Fixed term (6 months)

**Salary:** SCHADS award Level 6

Salary sacrificing is available, within the limit of the law.

**Position reports to:** General Manager via the Program Manager

**Working Hours:** .8 EFT, 7.6 hours per day (30.4 hours per week). Working days to be negotiated with the Program Manager

**Conditions:** As per Wombat EBA 2016 which includes:

- Five weeks (pro rata) paid annual recreation leave
- Grace and Favour days between Christmas and New Year

A probationary period of 3 months will apply, with the option of extending to 6 months.

Appointment is subject to a satisfactory Police Check and Working with Children Check. In the event that a candidate has resided overseas for more than one year in the preceding 10 years, an International Police check will be required prior to commencing work. The successful applicant will also be required to sign a disclosure statement regarding any previous misconduct or formal disciplinary action.

All candidates must be willing to comply with future government health directions.

## 6. The Application Process

**Key Selection Criteria:**

- An understanding of trauma informed client centred practice principles which underpin case management
- An ability to foster a positive, collaborative and effective work environment as well as an understanding of group dynamics and what makes a good team
- An understanding of the purpose of supervision and the capacity to deliver individual supervision to staff
- An openness to self-reflection, feedback, learning and professional development
- A sound understanding of the youth cohort, including people with challenging behaviours and from diverse backgrounds

Applications addressing the **Key Selection Criteria** & including a CV with the names and contact numbers of two referees (including most recent employer) should be submitted via the Ethical Jobs portal.

**Enquiries:**

Lenka Brazda- Youth Program Manager- [Lenka@wombat.org.au](mailto:Lenka@wombat.org.au)

Wombat reserves the right to contact relevant individuals who may not be listed as referees.

Signed:

Signed: Employee

Date: Click or tap to enter a date.

Date: Click or tap to enter a date.

## 7. Wombat Code of Conduct

All workers are expected to perform their duties in a manner consistent with Wombat's Code of Conduct (See Operating Manual 4.1):

Wombat is committed to being a professional, respectful and supportive organisation that complies with all relevant legislation. To achieve this, everyone associated with Wombat is expected to respect the dignity, rights and views of others regardless of whether they are on the board, members of staff, students or volunteers.

### Code of Conduct

To achieve the stated principle, it is expected everyone associated with Wombat will act in a manner that includes:

- Listening to and seeking to understand different points of view (this does not necessarily mean agreeing with the point of view of others).
- Respecting diversity in all its forms. This includes respect of culture, gender, sexuality, experience, identity and opinion.
- Respecting cultural, ethnic and religious differences.
- Recognising that others are bound by obligations in their public duties.
- Being courteous, sensitive and honest in communications and being considerate to the needs of others.
- Actively managing workplace conflict to create positive and constructive outcomes.
- Working cooperatively and collaboratively with others to achieve common goals and a harmonious organisational environment and culture.
- Supporting the personal and professional development of others.
- Acknowledging the rights and responsibilities of others to report suspected misconduct.

Specifically relating to service users, Wombat has an expectation that its staff will conduct themselves in a professional manner, with due regard to the values and purposes of the organisation and with full cognisance of their duty of care for service users.

The following code of conduct outlines Wombat's expectations of staff and will be provided to services users on a regular basis:

- Wombat staff will maintain a professional relationship with service users, and will not allow the provision of support to develop or change into friendship.
- Workers will not, under any circumstances, disclose their home address or telephone number to service users or engage in social networking with service users via the internet.
- Workers will not divulge any personal information to a client. This includes information about their family, living arrangements, religious and political beliefs and life experiences. Exceptions may be made when a worker believes some limited disclosure is professionally appropriate and discusses this with their manager.
- Workers will not enter into non-work personal relationships, sexual relationships or financial dealing with service users.

- Workers will not have contact with service users out of hours.
- Workers will avoid creating relationships of dependence.
- Workers will not accept gifts from service-users. If for some reason (e.g. cultural sensitivity) it is not appropriate or possible to refuse a gift, staff should consult with their manager.
- Wombat staff will not impose or seek to impose their personal values or beliefs on service users.

### **Code of Conduct When Working with Children**

As stated in the Wombat Board Governance Framework:

Wombat is committed to child safety and all children who receive a service from Wombat have a right to be safe and secure.

This includes:

- Children have the right to receive a service from Wombat.
- Children have the right to be treated with dignity and respect.
- Children should receive a service that is non-judgemental, culturally sensitive and developmentally appropriate.
- The welfare of children will always be an organisational priority and there will be a zero tolerance to child abuse.

The following acceptable and unacceptable behaviours outline Wombat's expectations in relation to children.

#### **Acceptable Behaviours:**

- Adhering to Wombat's Working with Children Policy (SDPM Policy 9.1 – 9.6); and upholding Wombat's statement of commitment to child safety (see above) at all times.
- Reporting and acting on any breaches of this Code of Conduct or breaches of the Child Safe Standards.
- Taking all reasonable steps to protect children from abuse (this includes any physical, emotional, mental or sexual harm) and reporting any child safety concerns and any allegations of child abuse to management.
- Working with children in an open and transparent way (for example a child's primary carer and the case management team should always know about the work you are doing with children).
- Respecting the privacy of children and their families, and only disclosing information to people who have a need to know. (Except where there is a Duty of Care issue).
- Listening and responding appropriately to the views and concerns of children, particularly if they are telling you that they or another child has been abused or that they are worried about their safety/the safety of another child.
- Encouraging the cultural safety, participation and empowerment of Aboriginal and Torres Strait Islander children.
- Encouraging the cultural safety, participation and empowerment of children with culturally and/or linguistically diverse backgrounds.
- Ensuring as far as practicable that staff are not alone with a child (except for staff in programs for under 18yo).

- Modelling appropriate adult behaviour.

**Unacceptable Behaviours:**

- Ignoring or disregarding any suspected or disclosed child abuse
- Developing any 'special' relationships with children that could be seen as favouritism, e.g. through the provision of gifts or inappropriate attention.
- Initiating or participating in any unnecessary physical contact with children or doing things of a personal nature that a child can do for themselves.
- Engaging in open discussions of a mature or adult nature in the presence of children, (as practicable).
- Using inappropriate language in the presence of children.
- Using oppressive behaviour or prejudicial language with children.
- Exchanging personal contact details such as phone number, social networking site or email addresses with children/ having online contact with a child.
- Transporting a child without a parent or guardian present.
- Having unauthorised contact with children and young people online or by phone.
- Photographing or videoing a child without the consent of the parent/guardian.
- Discriminating against any child on the basis of age, gender, race, culture, vulnerability, sexuality, ethnicity, or disability.

**Additional Considerations**

In addition to the above, no-one employed, engaged with or representing Wombat shall use or attempt to use the resources of the organisation for personal gain or for the personal gain of those who are ineligible to receive services.

Where necessary and with the approval of a manager, supervision and debriefing will be made available to staff who wish to discuss questions of their relationship with service users.

Where a Wombat staff member feels they cannot provide a service user with appropriate services due to a conflict of interest, philosophies, cultural beliefs or other norms, s/he will discuss the situation with the relevant manager or CEO at the earliest opportunity, notwithstanding ordinary opportunities for debriefing and supervision.

A child is defined as anyone up to the age of 18 years.