



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Team Leader First Response Youth Service Melton
<b>PROGRAMS</b>	First Response Youth Service (Refuge) – Melton First Response Mobile Outreach Service – Melton
<b>REPORTS TO</b>	Program Manager – North West
<b>LOCATION</b>	This position is based in Melton. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
<b>DAYS &amp; HOURS</b>	Full Time Monday – Friday between hours 8am – 7pm by agreement.
<b>ONCALL / RECALL</b>	Member of oncall/recall roster
<b>CLASSIFICATION</b>	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 5 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18, 550 of our salary tax free.
<b>OVER AWARD CONDITIONS</b>	Personal Carers leave – 12 days in first year of service and 14 days per year thereafter

## ORGANISATIONAL INFORMATION

*Hope Street Youth and Family Services Limited* ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With 45 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation.
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families.
- Advocacy, resource and referral services
- Supported transitional housing.

Hope Street is a not-for-profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Visit our website [www.hopest.org](http://www.hopest.org) for more information.

## PROGRAM INFORMATION

Hope Street **First Response Youth Refuge in Melton** is an innovative program funded by the State Government in response to youth homelessness in the growth corridor of the City of Melton. The service is provided within a purpose-built centre consisting of three separate buildings: eight bed communal living building; 2-bedroom unit for young people and their children/families; and a consultant/administration building. The design is based on leading specialist youth focused practice.



The **Hope Street First Response Mobile Outreach Service** operates 6 days per week from 10.30am until 6.30pm. The service will be delivered via an assertive outreach model.

First Response (Mobile Response) aims to:

- Work with young people aged 16 to 25 years who are experiencing or are at risk of immediate homelessness in the Melton LGA and surrounding areas through assertive outreach.
- Reduce the number of young people experiencing or at risk of immediate homelessness by addressing the need for an immediate emergency response.
- Provide short term accommodation and material assistance.
- Provide a short term interim case management response.
- Provide referrals to ongoing case management in the homelessness and other community sector.
- Engage support from Access points for provision of HEF and other brokerage.
- Engage the support of community stakeholders including Hospitals, Police, Local Government, Allied Health and local community services to support referral of young people experiencing or at risk of homelessness to the mobile response service.

## POSITION INFORMATION

The Team Leader is responsible for the day-to-day operational management of the two programs with the support and oversight of the Program Manager (North West). This role will provide leadership and direction to the supported crisis accommodation and outreach teams and establish a culture of service excellence where optimal client outcomes are achieved. This role will ensure compliance in all operational areas including service delivery, risk management and continual quality improvement.

The Team Leader will work closely with team members to deliver individual performance management, as well as the delivery of the program models and strategic plan via annual individual work plans, supervision and effective communication mechanisms.

## KEY RESPONSIBILITIES

### Service Delivery

Ensure that all activities of client service delivery are met in accordance with standards, policies, procedures and practice manuals. Activities such as:

- Conducting assessments in collaboration with the Program Manager
- Developing, implementing and reviewing client-centred, case management/support plans
- Determining the need for more specialist interventions (internal and external)



- Provision of financial resources such as HEF, PRB, TILA, CEEP, Centrelink Income
- Lead in the support and delivery of therapeutic approaches to service delivery
- Managing program vacancies, referrals and intake within existing Hope Street and Homelessness Service System procedures with the support of the Program Manager
- Ensure targets are achieved for the entire team; oversee and manage client data collection software (SHIP) and brokerage funding within budget.
- When required, work directly with young people and their families or support, where more complex interventions and responses are identified in conjunction with the case manager.
- Provision of a multi-disciplinary approach with internal programs and allied services.
- Ensure that young people and their families receive a high-quality service that is client centered, timely, responsive and evidence based.
- Develop and implement strategies and interventions that connect young people and families with their local networks, communities and relevant organisations including educational and vocational providers.
- Co-ordinate the delivery of community capacity building activities in Melton to improve responses to young people experiencing and disadvantaged by homelessness.
- Manage the implementation, monitoring and reporting of compliance requirements such as Risk Management and OHS policies.
- Perform shift coverage including sleepovers, in the Youth Residential Program when no other staff are available.
- Maintain a safe and secure environment for young people, staff and visitors.

### **Team Leadership**

- Pro-actively facilitate a positive team culture promoting positive messaging, encourage ideas for improvement and opportunity for team member feedback.
- Build team and individual professional capacity via support and development such as supervision in accordance with Hope Street policies and procedures to ensure high-quality professional standards and competencies are met and practiced.
- Conduct regular team and case management meetings.
- Oversee workloads and tasks to ensure they are spread evenly across the team and manage individual and teamwork.
- Support team members to build capacity to respond to young people experiencing trauma and complex and/or dual diagnosis.
- Conduct annual performance appraisals of team members.
- Support team members with the development of individual workplans.
- Make final recommendations to the Program Manager regarding clients entering or exiting programs.
- Contribute constructively as a team member for the benefit of the whole organisation and the promotion of Hope Street in the wider community.

### **Administration & Reporting**

- Ensure the Youth Residential Program roster has twenty-four hour seven days a week coverage including authorising shift changes.
- Maintain physical resources and equipment for safe/peak operation.
- Support effective daily verbal handovers with team members coming on or off rostered shifts as part of achieving accurate and thorough team communication for optimum client support and safety.
- Oversee and support the completion of accurate client records and statistical data as required by the funding bodies (e.g. DFFH).
- Oversee the implementation of program operational financial, HR and risk management administration systems and practices to ensure compliance with relevant legislation, funding contracts and guidelines and Hope Street standards and policies and procedures.
- Oversee the full and accurate completion of administrative duties to ensure maintenance of day-to-day operations such as posting vacancies, assessing referrals, petty cash and other expenditure, cab charge vouchers etc. per policy and procedures.



- Oversee the full and accurate completion of internal administration and reporting as required such as registers, minutes of meetings, reports, checklists, file development and audits.
- Conduct monthly staff supervision sessions and maintain accurate records.
- Oversee and support the accurate and timely recording and notification of client risk management alerts per policy and procedure including Client Incident Management System; and OnCall.
- Undertake other duties from time to time as negotiated with the Program Manager.

### **Community Capacity Building**

- Establish and maintain effective working relationships with key homelessness and allied support services.
- Lead community capacity building activities in the region and contribute to regional initiatives designed to improve responses to vulnerable young people at risk of transitioning into a cycle of homelessness with a focus on early intervention and diversion from the Homelessness Service System.

### **Continuous Improvement**

- Facilitate team contributions and implementation of continuous quality improvement in relation to the program and service delivery.
- Facilitate team participation in the evaluation and ongoing monitoring of the program.
- Include clients in the evaluation of the service where appropriate.
- Collaborate with other support services and community-based activities to integrate support and provide optimal service provision.

### **On-Call / Recall**

- Participate in a shared on-call roster to provide 24/7 after-hours support across all Hope Street Youth and Family Services programs.
- Ensure availability outside standard business hours, including maintaining access to and functionality of required communication devices.
- Respond to on-call contacts promptly, providing immediate telephone support and attending program sites within required timeframes on the rare occasions when recalled.
- Assess and manage risk, incidents, and complex situations in accordance with organisational policies, procedures, and compliance requirements.
- Provide guidance, direction, and support to staff in relation to client matters, safety concerns, staffing issues, and operational decision-making.
- Manage and escalate critical incidents, including completion of DFFH CIMS reporting within required timeframes and liaison with emergency services where appropriate.
- Maintain accurate and timely documentation, including completion and review of case notes.
- Ensure effective communication and escalation to Operational Manager, including notification of significant incidents and operational issues.
- Utilise sound knowledge of organisational policies, procedures, service systems, and available resources to support consistent and effective decision-making.
- Participate in on-call meetings, training, and debriefing processes as required.
- Undertake all on-call duties in a professional manner, remaining fit for duty, able to respond, and available to attend sites as required.

### **General**

- Adhere to Hope Streets values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to the Child Safe Standards and Hope Street Staff Code of Conduct
- Comply with organisational policies and procedures.
- Maintain a safe environment at all times.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Actively participate in supervision and performance review processes.
- Contribute to a positive organisational culture.



- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Undertake other duties as requested.

**KEY SELECTION CRITERIA**

1. Minimum bachelor’s degree qualification in Social Work, Youth Work, or related equivalent qualification.
2. Experience delivering support and accommodation services to disadvantaged and at-risk young people including young families who are experiencing and impacted by homelessness.
3. Experience working with allied service sectors in the provision of integrated, coordinated and seamless responses to achieve referral pathways and service outcomes.
4. Demonstrated knowledge of client centred, therapeutic approaches within a multi-disciplinary team.
5. Demonstrated ability to develop, implement and monitor youth centered programs and capacity building initiatives.
6. Demonstrated ability to plan, implement, monitor, and review all aspects of service delivery programs to ensure key objectives are met.
7. Demonstrated experience leading, supervising and motivating a team to achieve targets and ensure quality outcomes for clients.
8. Demonstrated ability to contribute constructively as a leader and team member for the benefit of the whole organisation.
9. Highly developed written and verbal communication skills such as active listening, negotiation, problem solving, decision making, and report writing.
10. Competency with Microsoft Office, Sharepoint, client data collection software, such as SHIP
11. Current driver license

Employee Name \_\_\_\_\_

Date \_\_\_\_\_

Employee Signature \_\_\_\_\_

Manager Name \_\_\_\_\_



Manager Signature \_\_\_\_\_

Date \_\_\_\_\_