



POSITION DESCRIPTION

POSITION TITLE	Youth Residential Support Worker
PROGRAM	First Response Youth Refuge in Melton <i>Note:</i> The incumbent may also be requested to work at other Hope Street sites
REPORTS TO	Team Leader First Response Youth Service North-West
LOCATION	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.
DAYS & HOURS	Week 1 Monday sleepover, Wednesday Sleepover, Saturday Sleepover. Week 2 Wednesday Sleepover (Please note sleepover shift commences at 4pm and concludes at 9am)
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Crisis Accommodation Level 1 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,550 of our salary tax free.

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 for more information.

PROGRAM INFORMATION

The *Hope Street First Response Youth Support Service* in Melton is a new 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 an



administration building. The design is based on leading specialist youth focused practice.

POSITION INFORMATION

The purpose of this position is to work with young people to access and/or maintain employment, education and training opportunities to achieve meaningful participation in the community. It is to fulfil the day-to-day responsibilities of the Youth Residential Program by assisting young people accommodated in the refuge with daily living skills over a 24 hour/7 day a week period. The Program has a strong client and team focus and is supervised and led by the Youth Residential Team Leader.

KEY RESPONSIBILITIES

Residential Service Delivery

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

- At all times interact with and support young people in accordance with the values and philosophy of Hope Street
- Conduct client-centered intake for residential and outreach per Hope Street policy and procedure, ensuring all relevant details, including alerts, are added into SHIP, as requested
- Provide support and assist with the immediate needs of clients utilising the Hope Street resources available to clients
- Provide support, assist and conduct day-to-day living skills and programs, connections with the community, personal and social development, employment education and training in consultation with team leader.
- Assist clients to follow up actions per their case management plans including housing, income, education and training, health and wellbeing and general living skills and recreational activities in consultation with case managers and team leader.
- Complete client file notes daily and store them in accordance with policy and procedure
- Utilise Hope Street's preventative approach and methods - monitor and maintain a harmonious, safe and secure environment at all times as a part of risk management
- Take action to contain and manage identified client risks as they emerge within an early intervention framework per Hope Street policies and procedures
- Perform the duties of the day-to-day operation of the program including household tasks such as cleaning, cooking, tidying, re-setting rooms that become vacant, management of outdoor spaces and equipment for safety and use of clients, ordering stock / items, as requested.
- Constructively participate in client, staff and organisational meetings, as required
- Participate in external meetings/networks as required (Day shift).
- Maintain a safe and secure environment for young people respecting privacy, staff and visitors
- Assist team leader and /or program manager in refuge roster coverage, as requested.
- Answer telephones and respond to enquiries; and redirect other enquiries to relevant staff / programs.
- Assist, when requested, to unpack deliveries, stationery, Coles orders, fruit and vegetables.
- Support meeting preparations, including meeting minutes, agendas, and meeting space.
- Recording on in / out residents' board.
- Upkeep of client intake documents, cupboard spaces, storage spaces, refuge office, refuge sleepover room and bathroom.
- Support team in client file audits, annual review of asset register, fire drills, and maintenance schedule.
- Uphold young people's rights and responsibilities, welcome kits as developed by Hope Street, including the delivery of the refuge accommodation in accordance with Hope Street expectations
- Within the residential support worker hours, complete SHIP client file note entries in accordance with SHIP requirements and Hope Street Policies and Procedures.
- Perform the duties of the day-to-day / evening operations of the Refuge in accordance with the policies, procedures, and practice of the organisation including household tasks such as food preparation, menus, chore roster, cleaning, cooking, washing, and tidying.



- Participate in relevant client, staff, and organisational meetings, as required.

Administration & Reporting

- Participate in daily handovers with team members coming on or off-rostered shifts
- Contribute to the written handover a part of achieving accurate and thorough team communication for optimum client support and safety.
- Maintain accurate client records and statistical data as required by the funding body (DFFH).
- Administrative duties to ensure maintenance of day-to-day/ evening operations such as any expenditure, cab charge vouchers etc. per policy and procedure.
- Contribute to internal administration and reporting as required such as registers, minutes of meetings, reports (monthly, annual), checklists, file development.
- Accurate recording and notification of client risk management alerts per policy and procedure including Client Incident Management System; and On Call.
- Undertake other duties from time to time as negotiated with the line manager.

Professional Development

- Participate in and take responsibility for professional development
- Receive and participate in formal supervision
- Develop and implement Annual Work Plan
- Complete Annual Performance Appraisal

General

- Adhere to Hope Streets values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to the Child Safe Standards and Hope Street Code of Conduct.
- Comply with organisational policies and procedures as updated from time to time.
- Always maintain a safe environment.
- 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 procedures.
- 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.
- Adhere to all Hope Street policy and procedures.

KEY SELECTION CRITERIA

1. Minimum bachelor's degree qualification in Social Work, Youth Work, Human services, or other health/welfare related qualifications.
2. Demonstrated experience in working with young people who are disadvantaged and/or have experienced or are at risk of homelessness.
3. Understanding the requirements in delivering services that manage client: risk factors, protective factors, support and developmental needs.
4. Demonstrated knowledge of youth focused practice frameworks such as strengths based or trauma informed practice.
5. Excellent written and verbal communication skills including professional record keeping, active listening, negotiation, promoting respectful and solution focused outcomes.
6. Demonstrated ability to collaborate, listen, motivate and support young people to enable change and engagement in the service and within their life.
7. Experience in managing the household duties required for the residents such cooking, cleaning, and laundry utilising an experiential learning approach.
8. Competency in using Microsoft applications and Case Management Software (SHIP) and the capacity to write effectively and maintain appropriate case notes, records and files.



9. Current drivers' license (desirable).

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____