

POSITION DESCRIPTION



Intensive Support Worker

Blackwood Housing and Outreach Support

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Intensive Support Worker
PROGRAM:	Blackwood Housing and Outreach Support
LOCATION:	Reservoir, VIC, 3073
REPORTING RELATIONSHIPS:	This position reports directly to Program Coordinator This position doesn't have any direct reports
EFFECTIVE DATE:	August 2026

Position Purpose

- Deliver quality support to people who present with multiple and complex needs; have been assessed as high risk and high needs; and have limited accommodation and support options
- Deliver support that reflects the social justice principles of participation; equity; access and respect
- Support participants to develop their independent living skills; engage in education, training and employment; with the aim of reducing the risk of reoffending and homelessness.

Program Purpose

Jesuit Social Services Housing and Complex Needs programs provide holistic support services for people who present with multiple and complex needs, are assessed as high risk/need, have limited social and family networks, limited accommodation and support options, and are experiencing multiple and complex health problems.

Blackwood Housing and Outreach Support is funded by the Department of Families, Fairness, and Housing (DFFH) – Homes Victoria to support young people, aged 16 – 25 years of all gender identities through outreach support in the community, and occupancy support through our 24/7 residential program for 8 young people for up to 12 months.

We support young people to work towards taking accountability, responsibility, choice and agency in their own lives; developing their independent living skills; engaging in education, training and employment opportunities; all with the aim of reducing reoffending, recidivism and experiencing homelessness.

Duties of the position

- To provide intensive, assertive support and case management to a caseload of young people
- To work alongside and maintain a collaborative practice approach with the team to support residential participants and outreach participants of all gender identities aged 16-24, who have intersectional involvement with the criminal justice and homelessness system
- Facilitate therapeutic connections and support for participants, including trauma informed practice, strength-based approach and family focused work
- To implement and monitor participants case plans with all program staff to ensure an adequate level of support is provided to foster motivation for participants to make positive changes and build on existing strengths.
- To ensure maintaining a high level of record-keeping and administrative requirements to facilitate good case management and accountability
- To embed, contribute and maintain collaborative practice within participants multi-disciplinary care teams, with a strong focus on addressing participants presenting support needs, building capacity and developing independent living skills

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in field
2. Demonstrated practice knowledge, experience and skills to case manage young people addressing multiple and complex needs, preferably within a supported residential program and / or an outreach capacity
3. Demonstrated working knowledge of the Housing and Homelessness Service System, the criminal justice system and other mainstream and specialist service sectors.
4. A demonstrable commitment to delivering inclusive, safe, and effective supports to young people with high support needs and potentially challenging behaviours in line with best practice principles/frameworks, including trauma informed practice, person centered practice and strengths-based practice.
5. Ability to communicate clearly and work collaboratively with multiple stakeholders across various services and disciplines.
6. Ability to conduct oneself and undertake role responsibilities in a way which reflects and upholds the organisation's identity and ethos (as encapsulated in our purpose, vision, mission and values).
7. Capacity to engage in reflective processes that are aimed at strengthening and deepening a collective commitment to the organisation's identity and ethos. |

Key Performance Indicators

- **Service delivery** – program is delivered in a professional and accountable manner with all funding targets met
- **Service planning, development and review** – active contributions are made to the planning and development of the program to best meet the needs of participants
- **Networking** – sound relationships are developed with relevant stakeholders within participants care teams
- **Administration** – all relevant administrative tasks are completed within the specified time frames where information recorded is factual and objective
- **Supervision** – proactively prioritise, participate and contribute to fortnightly supervision sessions which are facilitated by direct line management |

Key responsibilities of Jesuit Social Services Employees

Our organisational identity and ethos

The work of Jesuit Social Services is informed by Catholic Social Teaching and our Jesuit tradition of respecting the preciousness of each human being, walking with the disregarded, and caring for the earth.

All employees are responsible for:

- Demonstrating an understanding of, and a capacity to uphold Jesuit Social Services' organisational identity and ethos (as encapsulated in our purpose, vision, mission and values) in the execution of their role responsibilities.

Service delivery/ Practice Framework

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.

Team work and supervision

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities. |

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity and Inclusion

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard outlined in our Code of Conduct.

Ecological Justice

Jesuit Social Services is committed to ecological justice, which is the intersection of social and environmental justice. We strive to protect, nurture and restore healthy and equitable relationships between people, place and planet which, when damaged, lead to disadvantage, poverty, inequality, prejudice, and exclusion. This commitment is embedded in our organisational culture, program practice, advocacy and our business processes.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Position Description Approved by:

**General Manager Housing and Complex
Needs**

Position Description Review Date:

[2 years from effective date