Position Description

Position title:	Case Manager Intensive Youth Accommodation Service (IYASS)	**Reporting to:**	Program Manager Housing and Homelessness Services
Program:	Katherine Accommodation and Support Services	**Location:**	Katherine
Approved:	Director Regional Development	**Date:**	APRIL 2025
Comments:	This position requires participation in the 24/7 on call roster & flexibility in working outside business hours.		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will provide supported independent transitional accommodation, intensive trauma informed, holistic wrap around case management to ensure young people transitioning from OOHC are not entering homelessness or crisis accommodation services. As a IYASS case manager you will identify, assess and develop strategies to support young people to transition from OOHC into independent supported accommodation and support and develop independent living skills to enable young people to seek long term accommodation options. Using a culturally safe, trauma informed, strength-based framework you will provide accommodation, information, referrals, advocacy and group work which meets clients needs, builds capacity of the target group and regional service system, and raises community awareness about the nature, extent and appropriate responses to young people transitioning from OOHC and/or experiencing youth homelessness. You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position Specific Requirements

1. Qualifications in human Services / Social Sciences combined with at least four (4) years direct experience working with high risk / vulnerable young people and families in community-based environments (essential).
2. Knowledge of the OOHC, youth justice and healthcare system and local youth, family & homelessness service system.
3. Experience in the application of youth work practice frameworks, youth focused family friendly approaches and community capacity building strategies.
4. Demonstrated understanding of the practical application of trauma informed, strengths-based practice and case management approaches, combined with strong youth engagement skills.
5. Experience in assessment, assertive outreach strategies and ability to effectively engage with young people with challenging and/or trauma related behaviours associated with child abuse, neglect and/or family breakdown.
6. Demonstrated ability to manage crisis situations and make good decisions under pressure.
7. Ability to maintain personal and professional boundaries and guide staff in complex client related decision making.
8. Ability to promote services and raise awareness of issues impacting on the target group of vulnerable young people and create innovative responses to address needs.
9. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers, and key stakeholders.

Once printed, this is an uncontrolled document – refer to the Policy Library for the latest version. Feedback is welcome – comments to quality@anglicare-nt.org.au

10. Well-developed writing and ICT skills including the ability to master data collection systems maintain client related records and produce good quality internal and external reports on time.
11. Demonstrated teamwork skills, resilience, ability to multitask and work under pressure and commitment to a productive, cooperative, and friendly workplace and be available to participate in a 24/7 on call roster.
12. Willingness to participate in supervision, reflect on practices, review performance, and adhere to work plans and reasonable workplace directives.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. *Provide trauma informed, culturally safe, youth focused case management & accommodation support of IYASS*

- Provide support to young people transitioning from OOHC with IYASS accommodation, intensive case management based on assertive follow-up and outreach support to young people who meet eligibility requirements and who are accepted into IYASS.
- Flexible intensive case management involves early engagement with young people referred to IYASS and will be implemented to establish a supportive and proactive relationship with the young person that builds trust and a sense of "being with" the person through their accommodation journey.
- Undertake intensive assessment to identify presenting issues and needs, to develop a robust case plan with clear goals and actions
- Develop a robust case plan with clear goals and actions
- Coordinate and work with allocated services to create sustainable holistic support networks, through the provision of referrals, linkages and integration with specialist services.
- Identify accommodation and associated issues before a crisis situation occurs and work to address and put appropriate support needs in place.
- Support young people in IYASS to successfully navigate supported independent share accommodation and develop living and life skills to live independently in the future.
- Work closely with DCF Transition to Independence Practice Leaders, to support eligible referrals to IYASS.
- Ensure client case management services are culturally safe, strengths based, and solution focused, and trauma informed with a focus on engagement, respectful relationships, and practical outcomes in line with agreed case
- Support and develop independent life skills and living skills to enable opportunities for young people to seek long term accommodation
- Undertake intensive assessment to identify presenting issues and needs, to develop a robust case plan with clear goals and actions
- Develop a robust case plan with clear goals and actions
- Coordinate and work with allocated services to create sustainable holistic support networks, through the provision of referrals, linkages and integration with specialist services.
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Contribute to a service culture of youth participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.

Once printed, this is an uncontrolled document – refer to the Policy Library for the latest version. Feedback is welcome – comments to quality@anglicare-nt.org.au

- Provide targeted stage/age appropriate group work which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities.
- Work across the Katherine region. This position requires participation in the shared 24/7 On Call roster and involves flexibility in working outside business hours at times.

2. *Provide high level stakeholder and network engagement*
   - Maintain network of relevant government, non-government and Aboriginal Controlled organisations and relevant private providers in order to leverage support for the target group.
   - Ensure engagement with stakeholders to develop and work together on community projects of common concern.
   - Promote the service and contribute to community awareness activities to increase understanding of the issues facing young people.
   - Support and participate in regular documented team meetings which include general business, client updates / case reviews, service planning and in-service training.
3. *Provide program administration, client records and reports*
   - Maintain comprehensive client documentation, ensuring data is entered correctly into the SHIP database, and client file records are up to date and ready for audit and/or provision to external authorities as required.
   - Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse, Domestic Violence are met.
   - Contribute to quarterly reporting to The Department of Children & Families and internal reporting, ensuring content is accurate and of high quality.
   - Undertake other tasks as directed by the Program Manager IYASS commensurate with your skills and qualifications including acting higher/different lateral duties and or additional projects as required.
4. *Maintain program quality within YHOPP*
   - Ensure accommodation facilities and grounds are well maintained with good amenity, homelike and youth friendly, while being functional and meeting WHS requirements.
   - Embed reflective practice into IYASS to ensure valuable learning's from client and stakeholder feedback, complaints and investigations are captured and lead to service improvements.
   - Contribute to service improvement activities including service reviews, file and practice audits, evaluations, development of outcome measures and integration of youth friendly client feedback approaches
   - Maintain a safe working environment in accordance with legislative requirements and policies and procedures, with a strong focus on prevention, mitigation of risk, effective case management and reflective practice

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Once printed, this is an uncontrolled document – refer to the Policy Library for the latest version. Feedback is welcome – comments to quality@anglicare-nt.org.au

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

Currently this position has no direct reports; however, it is graded at a Level whereby staff can be allocated for supervision on a temporary or permanent basis..

Once printed, this is an uncontrolled document – refer to the Policy Library for the latest version. Feedback is welcome – comments to quality@anglicare-nt.org.au