

	Position Title: Youth Housing Outreach Case Manager		Team: Transitional Youth Support Services (TYSS)	Region: Northern
	Supervisors: Manager Youth Housing and Leaving Care Services	Delegations and Authorities: In Line with Delegations Policy	Band: A	Date Completed: 7th March 2018

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS	ROLE CONTEXT
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>	<p>The Transitional Youth Support Service (TYSS) is an assertive outreach program for young people aged between 16-25 years who are homeless or at risk of becoming homeless. TYSS supports young people to strengthen their independence during tenancies in transitional accommodation or via outreach in a community context. This is achieved by providing support to develop a plan to achieve long term housing, building on living skills and links to community.</p> <p>The Homelessness Intervention and Prevention (HIP) program sits within the TYSS program and provides an early intervention response to young people aged 16-25 who may be at risk of homelessness due to family breakdown with a focus on young people aged 16-18.</p>
OUR VALUES	PRIMARY OBJECTIVES OF THE ROLE
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>	<p>This role offers support to young people either in transitional accommodation or via assertive outreach to assist them to make informed choices around accommodation options, build on independent living skills, provide information and referral to community, education and training, social links and where possible support young people to maintain family relationships.</p> <p>The primary aim of HIP is to provide early intervention via support to maintain family relationships in order to prevent young people entering the homelessness service system due to family conflict and family breakdown.</p>
	REPORTING RELATIONSHIPS
	<p>This role is based at our Eaglemont Office. It is part of the broader Youth Housing & Support Team which includes Housing and Support programs and Post Care Support to young care leavers.</p> <p>This role reports to the Manager Youth Housing and Leaving Care Services who will provide supervision and review. This role has no direct reports and works in conjunction with other team members.</p> <p>This position is time limited until 30th June 2019 with a possibility of extension.</p>

KEY SELECTION CRITERIA

- Must have a passion and commitment to supporting vulnerable young people.
- Able to demonstrate a broad understanding of issues relating to young people, particularly youth homelessness.
- Must have a commitment to a team case management approach.
- Demonstrated skills and experience in the provision of support and service delivery to young people who have challenging support needs.
- Ability to apply evaluation and assessment, intervention and interactive skills with young people.
- Highly effective written and verbal communication, conflict and negotiation skills.
- Analytical and report writing skills.
- To be flexible and creative in work management that includes crisis management and prioritising workload accordingly.
- Computer and administration skills.
- To be dynamic, flexible and resilient.
- Demonstrated understanding of, and respect for, the needs of children with a disability; Aboriginal culture, including cultural safety and awareness; and cultural and linguistic diversity (CALD), including cultural safety for children from CALD backgrounds.
- Demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety.
- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.

QUALIFICATIONS AND OTHER REQUIREMENTS

- A tertiary qualification in Youth/Social Work or associated human service field is required. Relevant certificates will need to be sighted by the Manager.
- Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances.

DESIRABLE

- Demonstrated experience in working with young people in Transitional Housing is an advantage.
- A knowledge of and demonstrated ability to liaise with Department of Human Service, Commonwealth Employment Service and other relevant government and non-government services that young people may utilise in relation to incomes, physical and mental health, legal, employment, education and training resources.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

ACCOUNTABILITY	SPECIFIC RESPONSIBILITIES
Direct Service Delivery	<ul style="list-style-type: none"> • To work collaboratively with the TYSS team to provide a high standard of service delivery to homeless young people. • Provide a high level of engagement to the young people on a regular basis. • To assist young people to develop living skills to enable them to become independent and self-motivated. • Provision of support, information, advocacy and referral for young people as required in areas such as housing, counselling, legal, employment, schooling, incomes, health, family issues etc. • To assist young people who are transitioning in and out of the program. • To interview prospective new young people for suitability to the program. • To provide follow up support for exiting young people when required. • Providing ongoing support and direction to young people accommodated in the TTI program to ensure their stability and harmony, including attending regular house meetings. • To maintain adequate young people's files and provide a case management service to young people including development of housing plans and progress reports to Tenancy Management Providers, in relation to the young person's housing exit plan. • Work collaboratively with young people and others as appropriate, to develop case plans with specific objectives, goals and anticipated timelines, tasks and responsibilities necessary to achieve the young person's goals. • To identify and utilise secondary consultation to meet the needs of young people as required, e.g. drug and alcohol services, legal, income and counselling services. • Other duties as required.
Administration	<ul style="list-style-type: none"> • To provide written reports to the Manager Youth Housing and Support Services as required. • To maintain the confidentiality and safety of all young people's files that ensures compliance with Privacy legislation. • To maintain appropriate case recording and reporting systems as required.
Community, Education & Development	<ul style="list-style-type: none"> • To participate in networking opportunities and advocacy relevant to the needs of homeless young people, with a focus on the Banyule and Nillumbik areas with Local, State and Federal groups/agencies and Government departments as necessary. • To participate where relevant in the development of housing options for young people in the region.
Other	<ul style="list-style-type: none"> • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities.

CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the Berry Street Victoria Enterprise Agreement.
2. This is a fixed term position until 30th June 2019.
3. You will initially be employed at our Eaglemont Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
4. Terms and conditions of employment are in accordance with the Berry Street Victoria Enterprise Agreement, which includes above Award payments and eligibility for remuneration packaging. Salary packaging is available to full-time and 0.8 staff to a maximum value of \$15,899 and a maximum value of \$12,000 to all other permanent part-time staff, in line with our Salary Packaging policy.
5. The base salary for this position is SCHADS 5, PP1 which is \$69,851.60 under the Berry Street Victoria Enterprise Agreement. The value of the salary can be increased through salary packaging.
6. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
7. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
8. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identify and qualifications.
9. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
10. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
11. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments (e.g. outreach).	Regular
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Regular
	Sit at a computer or in meetings for extended periods	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Work with clients who may have a physical or sensory disability	Regular
	Liaise with government, non-government and community organisations	Daily
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and	Daily

	concentrating for long periods of time.	
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional