

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Case Worker Youth Housing and Reintegration Service	Department	Homeless
Location	Maryborough and Hervey Bay	Direct/Indirect Reports	Nil
Reports to	Regional	Date Revised	07-02-2012
Industrial Instrument	Choose an item.		
Job Grade	Choose an item.		

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

### ■ Position Summary

The objective of the Service is that young people transition to greater stability and independence. The Youth Housing and Reintegration Service (Hervey Bay/Maryborough) will help to reduce homelessness through the provision of support, brokerage and accommodation for young people who are:

- exiting or transitioning from Child Safety orders; and/or are transitioning from a period of sentence or remand in Youth Detention Centres
- “sleeping rough”
- living in unstable or temporary housing.

You will be responsible for managing a case load as part of a team of case workers and will provide case management support, life-skills and brokerage to young people aged 12-21 years who are homeless or at risk of homelessness to transition to greater stability and independence. The support will be delivered to young people who are:

- without accommodation
- living in existing accommodation
- accommodated in Transition to Independent Living Units

The Service is comprised of a main component:

- a. Support Service – aimed at young people aged 12-21 years who are homeless or at risk of homelessness to transition to greater stability and independence

The Service will target clients in the Fraser Coast Regional Council Area including specifically Hervey Bay and Maryborough.

### ■ Position Responsibilities

#### Key Responsibilities

- Undertaking case work with young people and assisting them to develop and implement case plans, which consider their education and training needs and their health and welfare.
- Coordinating activities in accordance with case plans, monitoring and reviewing client progress and adjusting plans where required.

- Working with health, housing and other community services to ensure that the health and welfare needs of young people are met, co-case managing clients where appropriate, and participating in case coordination meetings and case reviews.
- Motivating clients to develop independent living, parenting and social skills including budgeting, nutrition, hygiene, protective behaviours and healthy relationships.
- Empowering and assisting young people to participate in educational, vocational and/or personal development activities.
- Ensuring case management, training, and other program activities are culturally appropriate and that they encourage and support kinship networks.
- Liaising with parents, family and other persons as requested by the young person and ensuring that a positive working relationship is maintained.
- Taking referrals and making assessments as to service suitability and eligibility.
- Exercising specialised judgement within the area of child welfare and child protection, making sound and thorough assessment regarding the health and welfare of the young people.
- Maintaining clear and thorough written documentation on client matters, including case notes, risk assessments, case reviews and exit summaries.
- Undertaking reporting to the funding body and internal reporting to demonstrate outcomes for young people, using specialised databases and systems.
- Attending key inter-agency and network meetings as negotiated with the Service Coordinator.
- In consultation with the Manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles.
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client issues, grievances and complaints
- Participating in individual and team supervision with the Service Coordinator, as requested and required.
- Performing other duties as requested by the Service Coordinator.

## ■ Position Selection Criteria

### Technical Competencies

- Strong case management skills including experience in developing and reviewing case plans.
- Sensitivity to the needs and issues facing Young people with complex needs and behaviours.
- The ability to effectively engage with young people who have complex needs and a history of non-engagement with programs and services.
- Well developed skills in providing client focused and culturally appropriate service delivery.
- The ability to analyse complex problems and develop solutions that promote positive change in the lives of young people.
- Excellent communication and facilitation skills, and the ability to develop beneficial working relationships with 'at risk' young people and their families.
- The ability to develop and maintain effective working relationships with other services to ensure that clients needs are met and to deliver quality outcomes for clients.
- The ability to work autonomously and as part of a high performing team.
- Excellent records management and administrative skills.
- Proficiency in MS Office or similar software and experience using databases.

### Experience

- Demonstrated experience working with young people with complex and multiple needs.

- Demonstrated experience in case management including strengths based case management practices.
- Demonstrated knowledge of the issues and barriers that affect young people's successful engagement with education, training, employment and independence.
- Knowledge or experience in child protection issues including mandatory reporting.

### Qualifications/Licenses

- Tertiary qualifications or commensurate experience in one or more of the following fields - social work, youth or children's services, health, welfare, community services or another related discipline.
- Current Queensland driver's licence.
- Current first aid qualifications or a willingness to obtain these qualifications with assistance from the organisation.

### Behavioural Capabilities

(Please select **3-5** of the following capabilities)

- **Personal effectiveness** | **Achieving results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness** | **Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness** | **Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness** | **Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters