

SPECIALIST HOMELESSNESS SERVICE

Youth and Family Services Worker

NORTH CENTRAL

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Youth and Family Services Worker
Program	Specialist Homelessness Service
Classification	SCHADS Award Level 5 (Social Worker Class 2) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Full Time
Hours per week	38
Duration	Ongoing
Fixed term end date	Ongoing
Location	Echuca
Reporting Relationship	This position reports directly to the Team Leader Homelessness
Effective date	December 2021

Overview of program

The Specialist Homelessness Service provides a holistic response to the needs of people who are experiencing homelessness or are at risk of homelessness in Echuca and the broader Campaspe area.

The Specialist Homelessness Service delivers intake, assessment and immediate crisis response to vulnerable people, as well as long term case management to address and minimise the impact of ongoing factors that lead to homelessness.

The Specialist Homelessness Service provides a range of individualised supports including, though not limited to; case management, accommodation assistance, creating links to a range of housing options and supporting individuals to address and minimise the impact of a range of homelessness factors, such as; family breakdown, mental health, substance issues and financial challenges.

The role provides a case management service to work alongside clients including the identification of strengths, client centred goal planning, and supporting clients to achieve better outcomes, as identified by the clients individualised goal plan.

The Specialist Homelessness Service works collaboratively and in partnership with key community stakeholders including, but not limited to:

- The Department of Health and Human Services
- Haven Home Safe
- Department of Housing
- Centrelink
- Njernda Aboriginal Corporation
- Centre for Non-Violence
- Echuca Health
- Victoria Police
- Relevant community service providers in the Echuca area

Position Objectives

1.	Provide high quality intake, assessment and case management, to support clients who are at high risk of / are experiencing homelessness.
2.	To ensure an active and collaborative care team approach to deliver positive client outcomes.
3.	To achieve better outcomes for clients through the creation of sustainable community links that address and minimise the factors that contribute to homelessness
4.	To contribute to program development, ensuring adherence to the relevant standards, policies and procedures.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Work alongside people experiencing homelessness, or at risk of becoming homeless utilising a case management model.
2.	Undertake intake and assessment, including working with the client in identifying the underlying factors that have contributed to the need for a homelessness response.
3.	Provide a crisis response, including early and/or short term intervention, to respond to the needs of persons experiencing homelessness.
4.	Ensure client goal setting is planned, managed and reviewed, using a strengths based, solution focused and culturally competent approach.
5.	Collaborate professionally with relevant agencies / community providers to optimise outcomes for those people within the community who are at risk of / experiencing homelessness.
6.	Ensure that client documentation, data and budget recording, is maintained accurately and in a timely manner.
7.	Participate in a team environment that promotes and supports the ongoing development of the service.
8.	Complete additional responsibilities or duties as requested by Team Leader/Program Manager.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The six criteria are to be addressed individually (no more than 2 pages in total).

 Role Specific	1. A relevant tertiary qualification in Social Work, Social Sciences and / or related degree with relevant experience; or associate diploma level with substantial experience in the relevant service stream, or less formal qualifications with specialised skills sufficient to perform at this level.
	2. Demonstrated understanding of the issues related to homelessness and factors that may have impacted clients and their families.
	3. Demonstrated experience in providing case management – including the phases of intake / assessment and managing crisis response.
	4. Demonstrated communication skills, including though not limited to report writing, case noting and the use of relevant online data bases to record work effectively and efficiently.
	5. Demonstrated ability and capacity to work and manage relationships with a broad range of stakeholders. This includes a variety of settings, including a culturally competent and sensitive approach.
	6. Demonstrated ability to effectively work within a team environment including well-developed organisational skills and the ability to manage competing workplace demands.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.
- Please note that on 7 October 2021 the Victorian Government's Chief Health Officer issued the COVID-19 Mandatory Vaccination (Workers) Directions. As an Employer, Anglicare Victoria is required to comply with the terms of these Directions.
- Anglicare Victoria employees are required to be fully vaccinated (first and second vaccination) by 26 November 2021 to work outside of their ordinary place of residence or to have a medical exemption.
- Anglicare Victoria will require evidence that you are compliant with these requirements.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name:

Signature:

Date:
