**POSITION DESCRIPTION**

**Casual Youth Caseworker**

**Doorways for Youth**

**Your position:**  Casual Caseworker

**Your classification:** Classification 49

**Your department:** CYF

**Where you’ll work:** Macarthur Area

**You’ll report to:** Coordinator, Doorways for Youth Residential

**Your key relationships:**

* Young people and their families
* Housing and homelessness services across SWS
* Community Housing providers
* Youth Mental Health services
* NSW Department of Community Services
* Employment Services
* Drug and Alcohol Services
* Education and Training Services

ABOUT UNITING

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are imaginative, respectful, compassionate and bold.

At Uniting we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Uniting is one of the largest not-for-profit community service providers in NSW and the ACT, with a rich history of providing services to the community for more than 100 years. We have more than 550 services, as far north as Tweed Heads, as far west as Broken Hill, and as far south as the ACT.

Our focus is always on the people we serve, no matter where they are at in their life. Our range of supports and services are designed in partnership with clients and around their needs

ABOUT THE ROLE

You will be working as part of a dynamic team that provides day to day support and case management for young people ,18-24, who are homeless and residing in our short term (twelve week) crisis accommodation program.

The Caseworker will offer individualised support for young people to mitigate the impact of immediate accommodation emergency, in addition to case-management, casework and post follow up support to residents in the houses, enabling young people to increase their capacity to a more sustainable pathway for permanent living arrangements.

You shifs will be part of a 24/7 roster, including sleep-over shifts at two houses in South West Sydney working closely with young people to support the development of their independent living skills, training and employment, as well as social skills and community engagement activities. In addition you will participate in supporting the household routines and day-to-day tasks as required.

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| **Child related role** | **Yes** | **WWCC required** |
| Mandatory reporter | Yes | Mandatory Reporters are those employees that deliver services directly to children and young people or who supervise employees who deliver these services. However, all employees have responsibility to apply the Protecting Children and Young People Policy |

# YOUR RESPONSIBILITIES

# Position Specific Responsibilities:

* You will provide information, crisis support, advocacy and referral for young people, and their families within their communities.
* Provide flexible client-centred, strengths-based time limited casework for young people, addressing a range of issues including accommodation, abuse, drug and alcohol use, unemployment, mental health, domestic violence, education and parenting.
* You will follow the Trauma Informed Framework with the young people and their families to establish their level of risk and identify their strengths.
* Assess crisis situation the young person is experiencing and establish a clear case plan in collaboration with them in a holistic case management approach.
* Develop one-on-one working relationships with young people to meet their immediate and longer term accommodation needs, and enhance their social living and community skills.
* To support, including motivate and coach young people through clear communication in decision making, self-manage situations/crisis to support their further development support to independency
* Work in collaboration with other staff/agencies strengthening connections and network with accommodation providers in the Macarthur, Wollondilly areas and beyond, to develop strong partnerships ensuring a flexible and comprehensive service delivery to young people and their families
* Identify and maintain a range of accommodation brokerage options for young people in the Macarthur and Wollondilly areas
* Actively encourage and enable access for young people are Aboriginal, Torres Strait Islanders and from a CALD background
* You will be required to assist with the intake and assessment process through the CIMS data-base system and/or directly via phone, email or in person
* Facilitate young people and their family’s s participation in the development and evaluation of the service and encouraging client feedback
* Assist in the maintenance and review of the GHSH service model in line with the Specialist Homelessness Service Standards and Guidelines, and Uniting Families Policies, values and principles
* Assist the Coordinator to promote the strengths and challenges faced by young people that are homeless or at risk of becoming homeless and act as a consultant when requested by other service providers and community groups who are dealing with youth homelessness issues
* Role model advocate for and on behalf of young people. Assist in identifying social justice issues that impact on young people
* Assist in the coordination of community activities that have a youth focus such as Youth Week, NAIDOC week, Child Protection and other youth related activities as they arise
* Maintain appropriate client records in the CIMS data system including case notes, case-plans and upload all relevant records
* Participate in the teamwork including team meetings, relevant training and consultations to maintain and strengthen the team
* Undertake other duties as required by the Coordinator and Regional Program Manager.

# Organisational Responsibilities:

* You’ll communicate and act in ways that are consistent with Uniting Core Values of **Integrity, Respect, Hope** and **Courage**
* Communicate and act in ways that reflect the Service Group’s commitment to strengths-based practice
* Contribute positively to the operations of the Service Group and the realisation of our Strategic Plan and policies
* Display a commitment to applying work procedures and practices in line with the Diversity Policy
* Read, sign and abide by the Service Group Code of Conduct
* Develop a thorough knowledge of the Service Group Strategic Plan
* Develop a thorough knowledge of your program specific and Service Group policies and practices
* After consultation, be willing to undertake additional duties, transfer to another equivalent position or assume higher duties when required
* Take reasonable care for the Health and Safety of people at the workplace by complying with the Work Health and Safety Act 2012
* Accurately complete your timesheet daily and submit to your supervisor fortnightly along with relevant medical certificates.

# Professional Responsibilities:

# You’ll engage in professional development and set and fulfil development goals

# Agree with your supervisor the frequency of regular supervision for your role and actively participate in this supervision

# Use the Service Group Library and other resources to remain knowledgeable about practices and other developments relevant to your position.

# Actively participate in your annual performance review within 2 months of its due date

# Demonstrate leadership in the active development of research and other papers and their presentation

# KEY PERFORMANCE INDICATORS

* Data collection is implemented
* Programs and property comply with Uniting’s policies, legislation and standards
* Provide services that are inclusive and culturally responsive
* Program outcomes, targets and reporting deadlines are achieved
* Program has a well-developed practice framework integrating evidence based models and staff are implementing these in a way that deliver positive client outcomes and meet service standards
* An approach which demonstrates warmth and empathy, initiative, collaboration, reflective practice, clear and respectful communication and availability and responsiveness to crises and client issues.
* Client feedback shows sustained improvement
* Effective client relationships are in place
* Clients are receiving a service that is appropriate and responsive to their needs
* Feedback from your line Coordinator confirms your effectiveness as a people manager and your positive contribution as a member of the Youth and Homelessness Services team
* Feedback from colleagues and their teams confirms your contribution to an integrated Uniting
* Safety reports confirm WHS as a priority and effective management/reduction of incidents is evidenced
* Standards of professional behaviour demonstrate alignment with the Uniting values and are effectively role modelled in all workforce interactions
* Demonstrates a positive problem solving culture focused on providing client centered services, innovation and collaboration to achieve outcomes
* Relationships with external service providers are positive
* Develop and strengthen connections with external agencies to ensure a flexible and comprehensive service delivery to young people and their families.

**THE IMPORTANT DETAILS**

**Qualifications:**

* Tertiary qualifications in Social Sciences and demonstrated relevant work experience with young people for at least two years.
* Criminal History Check

**Your experience ticks the following boxes:**

* Demonstrated understanding of the issues impacting on homeless young people and families
* Demonstrated ability to build and maintain positive, honest and productive relationships with young people and their families.
* Demonstrated experience in developing a support plan, provide casework support and follow up
* Ability to provide effective assessment and referral for a variety of issues and facilitate young people's access to services that will meet their needs
* Demonstrated commitment to services driven by the needs of young people
* Ability to initiate and develop positive connections with relevant agencies, programs and services in local communities
* Excellent communication skills including-advocacy, mediation, conflict resolution, and written skills
* Proven computer skills including word processing, accessing emails and internet and the willingness to be trained in a data collection system
* Ability to work cooperatively in a team and support other team members; managing time and administration responsibilities
* Ability to contribute to program development and evaluation
* Ability to work flexible hours on rotating roster
* Current driver’s licence and willingness to use own or private vehicle (with comprehensive insurance) for work related travel if required, and willingness to transport service users if required.

**Even better:**

* Senior First Aid certificate or willingness to obtain one upon employment
* Competencies in implementing a strength based solution focused framework

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| **Employee Name:** |       | **Managers Name:****Title** |            |
| **Date:** |       | **Date:** |       |
| **Signature:** |       | **Signature:** |       |

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| **ACCOUNTABLE POSITION/S** | **WHS ACCOUNTABILITIES****(ACCORDING TO WHS ACT 2011)** | **ACTION DEMONSTRATING ACCOUNTABILITY** |
| **WORKERS (EMPLOYEES, VOLUNTEERS, CONTRACTORS, STUDENTS)** | **While at work, all workers must:** * Take reasonable care for his or her own health and safety
* Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people
* Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by Uniting to allow the organisation to comply with this Act
* Co-operate with any reasonable policy or procedure of Uniting relating to health or safety at the workplace that has been notified to workers
 | **All workers must:** * Follow Uniting WHS policy and programs to safeguard the health and safety of people at work and to understand your personal responsibilities for WHS
* Attend safety-related training including induction, emergency preparedness
* Comply with WHS instructions from your supervisor/manager, training information, safe work procedures and wardens during an emergency evacuation preparedness and program specific training (e.g. visiting clients at home)
* If performing new or unfamiliar work, you must seek information, instruction or training and supervision from your supervisor where necessary so that you perform your duties safely without risking the health, safety and wellbeing of yourself or others
* Use equipment that has been provided for your health, safety and wellbeing
* Report all hazards, incidents and injuries or WHS concerns to your supervisor/manager/team leader
* Participate in discussions/consultation about workplace or job task/practice changes that could affect WHS risks
* Wear clothing, footwear and personal protective equipment (PPE) appropriate for the work being done
* Do not put other people at risk of their health, safety and wellbeing by your action or inaction
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